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Module 3 - Loss Prevention Basics & Tools

1. Vocabulary & Terminology

- A. Retail Environment Terms
- B. General Loss Prevention Terms
- C. Legal Terminology
- D. Courtroom Terminology

2. External Theft

- A. Why Take The Risk?
 - 1) Motivation to Steal
- B. Investigation Basics
 - 1) Purpose
 - 2) Principles
 - 3) When to Investigate
 - 4) Communication
 - 5) Documentation
 - 6) Disposition
- C. Know Your Customers
 - 1) Patterns
- D. Vendor Theft
 - 1) Grocery
 - 2) Other Retail/Vendor Relationships
 - 3) Common Vendor Theft Strategies
- E. Common Types of Theft
 - 1) Accomplice
 - 2) Fitting Rooms
 - a) Apprehensions
 - b) Preventative Measures
 - 3) Restrooms
 - 4) Organized Retail Crime
 - 5) Consumption
- F. Popular Methods Used
 - 1) Tools of the Trade
 - a) Concealment Aids
 - b) Burglary Tools:
- G. Prevention and Apprehension
 - 1) Prevention
 - 2) Apprehension
- H. When Collusion Occurs
- I. Enhanced Observation Skills



- 1) Behaviors
 - a) Nervousness:
 - b) Blocking
 - c) Dressed Out Of Season
 - d) Suspicious Movements
 - e) Tearing EAS Tags
 - f) Empty Shopping Bags
 - g) Staging
- 2) Indicators
- 3) Response Techniques / Surveillance Skills
 - a) How to Begin
 - b) How to Respond
 - c) Continued Surveillance
- 4) Tools for Loss Prevention
 - a) Reports
 - b) Closed-Circuit Television (CCTV)
 - c) Procedures
 - d) Electronic Article Surveillance (EAS)
 - e) Visual Deterrents
- J. The Steps For An Apprehension
 - 1) Entering The Area
 - 2) Selecting Merchandise
 - 3) Concealment of Merchandise
 - 4) Continuous Observation
 - 5) Exiting
- K) Apprehension Techniques
 - 1) Making The Approach
 - a) Safety
 - 2) Using Back-Up
 - 3) Verbal Commands
 - 4) Physical Measures
 - a) Escort
 - b) Search Considerations
- L) Use of Force
 - 1) Defining The Use Of Force
 - a) What is Considered Reasonable?
 - b) What is Considered Excessive?
 - 2) Assessing A Confrontation
 - a) Threat Assessment
 - b) Safety
 - c) Location of the Apprehension
 - d) Listening Skills
 - 3) Approach to Confrontation
 - a) Physical Approach
 - b) Verbal Approach
 - 4) Handcuffs
- M. Post Apprehension Procedures & Concepts



- 1) Report Writing
 - a) Accessibility to Reports
 - b) Report Content
- 2) Record Keeping
- 3) Evidence Handling
- 4) Recovery
- 5) Chain of Custody
 - a) Tagging and Bagging Evidence
 - b) Storing Evidence
 - c) Safeguarding Evidence

3. Internal Theft

- A. Why Take the Risk?
 - 1) Motivation to Steal
 - a) Personal Finances
 - b) Dependencies
 - c) Peer Pressure
 - d) Sweet-hearting
 - e) Coerced
 - f) Won't Get in Trouble
 - g) "They Owe Me"
- B. Investigation Basics
 - 1) Purpose
 - 2) Principles
 - 3) When to Investigate
 - 4) Communication
 - 5) Documentation
 - 6) Disposition
- C. Types of Theft
 - 1) Merchandise Theft
 - 2) Perishables
 - a) Consumption/Grazing
 - 3) Cash & Cash Equivalentents
 - 4) Equipment Theft
 - 5) Theft of Services
- D. Methods of Theft
 - 1) Pass Off
 - 2) Refund
 - 3) Collusion
 - 4) Credit Fraud
 - 5) Cash Theft
 - 6) Taking Merchandise
- E. Internal Indicators
- F. Observation Skills
 1. Internal Behaviors
- G. Methods of Investigation
 1. Exception Reporting



- 2. CCTV
- 3) Tips or Hotlines
- 4) Observations
- 5) Procedures
- 6) EAS
- 7) Detectives
- H. Post Apprehension Procedures & Concepts
 - 1) Report Writing
 - 2) Record Keeping
 - 3) Evidence Handling
 - a) Chain of Custody

4. Interviewing as a Tool

- A. Interviewing Concepts
 - 1) Policies, Procedures and Company Guidelines
- B. Preparation
 - 1) Setting Goals
- C. Understanding the Interview Process
 - 1) Establishing Rapport
 - 2) The Interview Setting
 - 3) The Timing of the Interview
- D. Types of Interview
 - 1) The Informational Interview
 - 2) The Accusatory Interview and Interrogation
- E. Types of evidence
- F. Admission or Confession?
- G. Types of Interrogations
 - 1) General Loss
 - 2) Specific Issue
 - 3) Factual Approach
 - 4) Emotional Approach
 - 5) Non-confrontational WZ Method
- H. Documentation
 - 1) Statements
 - 2) Narrative
 - 3) Question and Answer
 - 4) Pre-Printed Forms
 - 5) The Structure of the Statement
 - 6) Report Writing
- I. Formal Training Opportunities
 - 1) Mentoring Programs
 - 2) Company Training Program
 - 3) External Training
 - 4) Certified Forensic Interviewer

5. Civil Recovery & Restitution

- A. Civil Recovery



- 1) Laws That Make Sense
 - 2) The Law
 - 3) The Scope
 - 4) The Process
 - a) Documentation
 - b) Proceedings
 - 5) Methods of Collection
 - a) Internal
 - b) 3rd Party
- B. Restitution**
- 1) Laws That Make Sense
 - 2) The Law
 - 3) The Scope
 - 4) The Process
 - a) Documentation
 - b) Proceedings
 - 5) Methods of Collection
 - a) Internal
 - b) 3rd Party
- 6. Courtroom Procedures**
- A. Why Are You Going To Court?**
- 1) Summons & Subpoena
 - a) Summons
 - b) Subpoena
- B. Proper Preparation For Court**
- 1) Complete Case File
 - 2) Evidence and Chain of Custody
 - 3) Practice Your Delivery
 - 4) Coordinate with Prosecutor & Law Enforcement:
- C. Personal Appearance**
- D. Behavior and Etiquette**
- E. Civil vs. Criminal Proceedings**
- 1) Criminal Proceedings
 - 2) Civil Proceedings
- F. Identifying Courtroom Personnel**
- 1) Judge
 - 2) Attorney
 - 3) Court Clerk
 - 4) Court Reporter
 - 5) Bailiff
 - 6) Jury
- G. Courtroom Layout**
- H. Testifying**
- I. Interacting with Courtroom Personnel**
- J. Depositions**
- 1) Criminal Procedures



- 2) Civil Procedures
- K. Possible Outcomes
 - 1) Criminal Proceedings
 - 2) Civil Proceedings
- L. Courtroom Definitions:

7. Physical Security

- A. The Importance of Protecting Your Assets
- B. Opening/Closing Procedures
 - 1) General Opening Procedures
 - a) Visual Perimeter Inspection
 - b) Entering the Store
 - c) Keep the Doors Locked!
 - d) Perimeter Alarms
 - e) Inspection of Overnight Associates
 - 2) Closing Procedures
 - a) Customer Management
 - b) Closing Registers
 - c) Associate Departure
 - d) Night Crews
 - e) Securing the Building
- C. Alarm Systems / Access Control
 - 1) Alarm Reports
 - 2) Alarm Tests
- D. Closed Circuit Television (CCTV) Systems
 - 1) Types & Terms
 - a) System Basics
- E. Merchandise Protection
 - 1) Electronic Article Surveillance (EAS)
 - 2) Cages & Lock Ups
 - 3) High Value Merchandise
 - a) Fine Jewelry
 - b) Electronics
 - c) Health & Beauty / Perfume / Cosmetics Area
 - d) Video Games
- F. Armored Pickup
- G. Safes & Cash Handling
- H. Keys & Cores
- I. Receiving & Trailer Seals
 - 1) Trailer Seals
 - 2) Global Positioning Systems (GPS)
 - 3) Fifth Wheel Locks
 - 4) Receiving Door Controls
- J. Uniformed Guards
- K. Fire Protection
 - 1) Fire Alarm Systems
 - 2) Sprinkler Systems



- 3) Emergency Exits, Signs, & Lighting
- 4) Fire Prevention Plans

L. Panic Hardware

M. External Security

- 1) Door & Window Gates
- 2) Roof Access
- 3) Concrete Barriers
- 4) Lighting
- 5) Reinforced Glass
- 6) Reinforcing Dock Doors
- 7) External Camera Systems

8. Crisis Management & Emergency Response

A. Be Prepared

B. Store Personnel Responsibilities

- 1) Scene Command

C. Plans & Emergency Procedures

D. Media Relations

E. Emergency Situations (Man-made & Natural Hazards)

- 1) Natural Disasters & Weather
 - a) Earthquake
 - b) Floods
 - c) Hurricanes
 - d) Tornadoes
 - e) Severe Winter Storms
- 2) Fire
- 3) Code Adam (Missing child)
- 4) Burglary / Robbery
 - a) Burglary
 - b) Robbery
- 5) Civil Unrest
- 6) Workplace Violence

9. Auditing

A. Compliance To Standards

B. Types Of Audits

- 1) Safety Audits
- 2) Security Audits
- 3) Inventory Audits
- 4) Operational Audits
 - a) Receiving Audits
 - b) Cash Office / Safe Audits
 - c) Human Resources Audits
 - d) Tagging / Cabling Compliance Audits
- 5) Point of Sale Audits
- 6) Shrinkage & Risk Mitigation
- 7) Vendor Audits



- C. Tools And Methods
- D. Analysis & Prevention
 - 1) How Audits Are Used

10. Employment Screening

- A. Purpose & Scope of Programs
 - 1) Actual vs. Perceived Benefit
 - a) Integrity Tests
 - b) Personality Tests
 - c) Alternative Search Resources
 - 2) Actual vs. Perceived Drawbacks
- B. Types of Employment Screening
 - 1) 3rd Party Screening Methods
 - 2) Drug Screening Methods
 - 3) Background/Criminal Checks
- C. Promotional Screening

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