

Module 3 - Loss Prevention Basics & Tools

1. Vocabulary & Terminology

- Retail Environment
- Loss Prevention
- Legal & Courtroom

2. External Theft

- Why Take The Risk?
 - Motivation To Steal
- Investigation Basics
 - Purpose
 - Principles
 - When To Investigate
 - Communication
 - Documentation
 - Disposition
- Know Your Customers
 - Patterns
 - Techniques
- Vendor Theft
- Common Types of Theft
 - Accomplice
 - Fitting Room
 - Restroom
 - Organized Retail Crime
 - Grazing
- Popular Methods Used
 - Tools of the Shoplifter
- Prevention vs. Apprehension
- When Collusion Occurs
- Enhanced Observation Skills
 - External Behaviors
 - Response Techniques / Surveillance Skills
 - Tools for Loss Prevention
 - Reports
 - CCTV
 - Procedures
 - EAS
 - Visual Deterrents
 - Detectives

- The Steps For An Apprehension
 - Entering The Area
 - Selecting Merchandise
 - Concealing Merchandise
 - Exceptions
 - Continuous Observation
 - Failure To Pay
 - Exiting The Store
- Apprehension Techniques
 - Making The Approach
 - Safety
 - Using Back-Up
 - Verbal Commands
 - Physical Measures
 - Escort
 - Search Considerations
- Use of Force
 - Defining Use Of Force
 - Assessing A Confrontation
 - Threat Assessment
 - Safety
 - Listening Skills
 - Approach To Confrontation
 - Physical Approach
 - Verbal Approach
 - Handcuffs
- Post Apprehension Procedures & Concepts
 - Report writing
 - Record Keeping
 - Evidence Handling
 - Chain of Custody

3. Internal Theft

- Why Take The Risk?
 - Motivation To Steal
- Investigation Basics
 - Purpose
 - Principles
 - When To Investigate
 - Communication
 - Documentation

- Disposition

- Types Of Theft
 - Merchandise
 - Perishables
 - Consumption / Grazing
 - Cash & Cash Equivalentents
- Methods Of Theft
 - Pass Off
 - Refund
 - Collusion
 - Credit Fraud
 - Cash
 - Taking Merchandise
- Internal Indicators
- Observation Skills
 - Internal Behaviors
- Methods of Investigation
 - Exception Reports
 - CCTV
 - Tips
 - Observations
 - Procedures
 - EAS
 - Detectives
- Post Apprehension Procedures & Concepts
 - Report writing
 - Record Keeping
 - Evidence Handling
 - Chain of Custody

- 4. Interviewing as a Tool**
 - Concepts and Goals
 - Guidelines
 - Varies By Company
 - Understanding The Process
 - Formal Training Opportunities
 - Preparation
 - Authorization / Approval Process
 - Setting Goals
 - Setting The Mood
 - Location

- Room Set Up
 - Witness Selection & Preparation
 - Evidence To Support The Interview

- Types Of Interview
 - Exploratory
 - Information Gathering
 - Direct Accusation
- Documentation
 - Report Writing
 - Statements
 - Forms
 - Varies By Company

- 5. Civil Recovery & Restitution**
 - Laws That Make Sense
 - Civil Recovery
 - Restitution
 - The Law
 - The Scope
 - The Process
 - Documentation
 - Methods Of Collection
 - Internal
 - 3rd Party

- 6. Courtroom Procedures**
 - Why Are You Going To Court?
 - Summons & Subpoena
 - Who They Affect
 - Proper Preparation
 - Complete Case Files
 - Evidence & Chain Of Custody
 - Practice Your Delivery
 - Coordinate With Prosecutor & Law Enforcement
 - Personal Appearance
 - Behavior & Etiquette
 - Civil Vs. Criminal Proceedings
 - Identifying Courtroom Personnel
 - Courtroom Layout
 - Testifying
 - Interacting With Courtroom Personnel

- Depositions
- Possible Outcomes

7. Physical Security

- The Importance Of Protecting Your Assets
- Opening Procedures
- Closing Procedures
- Alarm Systems / Access Control
- CCTV
 - Types & Terms
- Merchandise Protection
 - EAS
 - Cages & Lock Ups
 - High Value Merchandise
 - Jewelry
 - Electronics
 - HBC/A
 - Perfume
- Armored Pickup
- Safes & Cash Handling
- Keys & Cores
- Receiving & Trailer Seals
- Uniformed Guards
- Fire Protection
- Panic Hardware
- External Devices
 - Hardening Your Building

8. Crisis Management & Emergency Response

- Be Prepared
- Store Personnel Responsibilities
 - Scene Command
- Plans & Emergency Procedures
- Media Relations
- Emergency Situations (Man-Made & Natural Hazards)
 - Natural Disasters & Weather
 - Fire
 - Code Adam
 - Burglary / Robbery
 - Civil Unrest

- Workplace Violence

9. Auditing

- Compliance To Standards
- Types Of Audits
 - Safety /Security
 - Inventory
 - Cycle Counts
 - Year End
 - Perpetual
 - 3rd Party
 - In Store Vs. Corporate
 - Operational
 - Receiving
 - Cash Office / Safe
 - Human Resources
 - Tagging / Cabling Compliance
 - Customer Service
 - Shrinkage & Risk Mitigation
 - Proactive Measures
 - Departmental
 - High Shrink Areas
 - Vendor
- Tools And Methods
- Analysis & Prevention
 - How Audits Are Used

10. Employment Screening

- Purpose & Scope Of Programs
 - Actual Vs. Perceived Benefits
 - Actual Vs. Perceived Drawbacks
- Types
 - 3rd Party
 - Drugs
 - Background / Criminal
- Promotional Screening