

# ***Loss Prevention Best Practices***

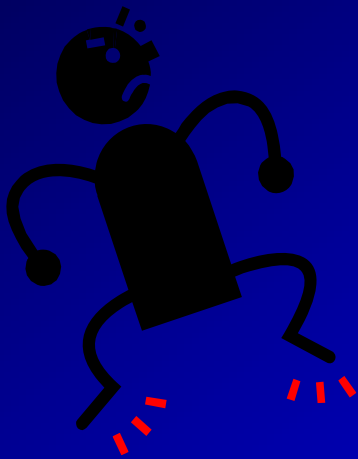


# Always Remember....

*Learning does NOT take place*

**UNTIL**

*behavior changes*



# People Do Not Change



***UNTIL...***

***the pain of staying the same  
is greater than the pain  
of the change!***

# It Begins With

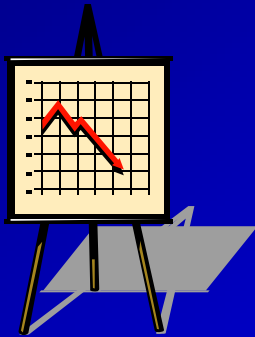


## HIRING

## TRAINING



## LOSS PREVENTION



# According to Departments of Labor and Commerce...

***30% of All Business Failures are the Result of Poor Hiring Techniques***

- Falsify employment applications = 35%
- Falsify information on resumes = 45%
- Falsify name, social security number, or driver license = 1/20



# *Embezzlement...*



*\$15 BILLION INDUSTRY!*



# Reasons Shrink is Rising



# Why DO People Steal?

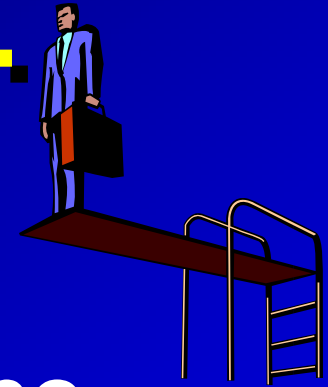
- Need
- Opportunity
- Justification
- Lack of fear
- Others do it
- Lack of accountability

**BECAUSE THEY CAN!!!**

- Substance abuse
- Greed
- Cannot resist temptation

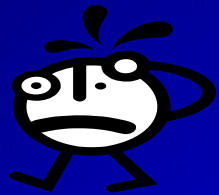


# RISK FACTORS....



Instilling in someone the  
***FEAR of CONSEQUENCES***

for a future action  
they wish to take.



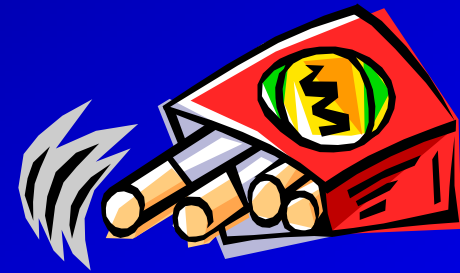
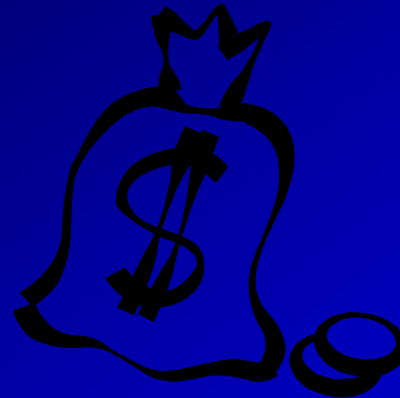
***Without Structure We Have Chaos!***  
**Without structure we have chaos**

***DON'T*** allow the thief  
to be a silent partner in the  
profitability of your store!



# Controllable Commodities

- Cash
- Cigarettes
- Money Orders
- Lottery
- Drive Offs



# Signs of Stealing



- Cash related signs
- Excessive No Sales
- Excessive Item Corrects/Voids
- Excessive number of returns/refunds
- Excessive coupons
- Quantity sales discounts
- Tally sheets
- Working from open drawer
- Cancelled prepays

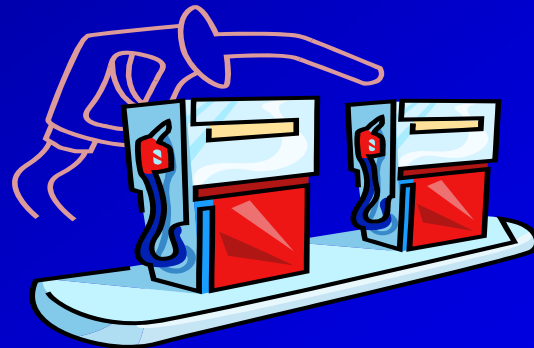
# Signs of Stealing (cont.)

- Lottery
- Excessive price overrides
- Depressed dollar amount of merchandise sales
- Blocking register windows
- Violations of standing operating procedures
- Markers



# Drive-Offs

- Technology and Drive-Offs
- Customer Loyalty Cards
- Credit Card Only Pumps



# Drive-Offs

- Employee Theft or Customer Theft?
- Cost to Retailers
- 2004: \$237 Million\*
- \$2,141.00 per store\*
- 1 out of every 1,100 fill-ups results in a Drive-Off\*
- \*NACS Statistics



# Recommendations

## How to Reduce Drive-Offs Immediately

- Establish eye contact with customer before authorizing the pump.
- Use intercom system to identify and welcome customers
- Ask all customers for fuel payment.
- Keep fuel islands well lit.





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