

## Loss Prevention Program Overview

The following is a condensed version of the policies and procedures:

- Back packs, brief cases, large purses, or any other large type containers are not allowed to be brought into the store during working hours. Exceptions to this policy will be cleared through the store manager.
- Volunteers are not to bring personal items (radios, CD's, tapes, etc.) to work. Exceptions for disabled employees will be determined by the store manager. Cell phones are discouraged while an employee is on the time clock.
- Volunteers are not permitted to conduct personal business while being 'on-the-clock' on their work time schedule.
- No volunteer is allowed to set aside any merchandise for personal purchases or for special privileges for friends or family members. Volunteer may only purchase merchandise after it has been properly tagged for sale. All purchased merchandise must be taken out through the front doors or employee entrances. No merchandise will be allowed to be taken out the back doors or ADC doors.
- Any bags, boxes, or containers are subjected to be search as the volunteer leaves the store. Random checks will be conducted by management periodically on volunteers and employees to spot check for any violation of the policies.
- Any volunteer witnessing or being told of any violation, is to notify a member of management immediately. If there is an incident where a volunteer did not come forward or intentionally withheld information, disciplinary sanctions may be taken against the individual.
- Acts of aggression or retaliation from any volunteer or employee towards another will not be tolerated. Any volunteer being responsible for creating an adverse working condition against another volunteer or employee that results in conflict, hostility, or any other condition that would be deemed as a detriment, will have disciplinary sanctions taken against them. If a volunteer is having any type of problem during their work time, should direct the problem to a member of management.
- Shoplifting by a customer, volunteer or an employee will be dealt with swift and consistent policies. Volunteers or employees should never put themselves in any situation to cause themselves potential bodily harm. A volunteer should never become physical with an offender while trying to stop a theft in progress. If a volunteer witnesses a theft, they should immediately contact a member of management. If law enforcement is needed, the volunteer witnessing the theft will complete the proper paperwork and take a picture of the merchandise and forward the picture with the paperwork to the police. In the event that the offender refuses to comply with the request, the volunteer should write down a complete description of the offender, offender's vehicle type, color, and license, and direction of travel. The local law enforcement should be called immediately and the incident reported.

**If there are violations of any of the above, the immediate Manager/Supervisor and VP, Safety & Asset Protection should be notified immediately.**

CSR Participant Signature: \_\_\_\_\_

Date: \_\_\_\_\_