

# *Loss Prevention, Investigations, Safety & Environmental Solutions*

*Your integral partnership in creating a profit-impacting LP and Safety culture.*

## **Safety Management**

We deliver consulting services to assist your team in building a "World Class" safety program with the high-level sponsorship from Sr. Management that will result in significant reductions in total claims and cost of claims, higher employee engagement/morale and most importantly, a Company culture where Safety becomes a core value of your Company.

A key theme of organizations with a highly successful Safety program is that safety is supported, included, and discussed from the top down. A top-notch organization embraces a safety concept and weaves it into the foundation of the company's Mission statement, vision and includes safety as a key core value. Safety is not a concept that everyone talks but a way life, a way of working and living. A strong, sustainable, and continuous safety culture is truly a journey that never ends.

These five characteristics help determine whether a safety management system is "world class":

- **Leadership** – The management of an organization must lead by example to help drive employee engagement.
- **Integrated systems approach** – Integrating safety processes into all business functions and structures can result in safety becoming embedded in how an organization does business.
- **Performance measurement** – Both leading and lagging indicators must be used to promote and monitor continuous improvement of the management system.
- **Alignment to core organizational initiatives** – Through visioning, strategic planning and budgeting, safety can become aligned with all other objectives, strategies, and values in an organization.
- **Corporate citizenship and off-the-job safety** – Through initiatives, world-class organizations extend their safety efforts to both the community and employees outside of work.

## ***Shrink Reduction***

Maximize resources, technology, and use of best practice to decrease shrink and drive sales.

Today's retailers need advanced strategies, analytical methods, and a proactive approach to identifying the potential for loss and to guard against new and repetitive chronic sources of retail shrink. Retailers who get it right reduce overall shrink, use resources more effectively, reduce exposure to other risk factors and enjoy meaningful bottom-line benefits.

Shrinkage is caused primarily from theft, both from employees and non-employees alike. However, other causes include front-end errors with cashier miss-scans, vendor and supplier fraud, process and accounting errors, pricing mistakes and ineffective inventory management.

Today's non-traditional retail channels, including e-commerce, mobile point-of-sale, self-check-out and emerging Omni-channels make root cause diagnostics more challenging and dynamic.

Our root cause analysis researches and identifies risk factors across key functional areas of the organization as well as the internal and external drivers of physical shrink. We work closely with our customer partners to establish ongoing controls to mitigate future losses.

We emphasize the importance of the following:

- Apply the 80/20 rule: Understand that most of our shrinkage (80%) is the result of a small number of causes (20%).
- Conduct constant analysis and use of countermeasures.
- Leverage technology.
- Utilize best practices.
- Drive customer-service focused processes & procedures.
- Use customer experience-based enhancement tools to positively impact sales.

## ***Inventory Control***

Omni-Channel retailing is/has been a game changer, with most retailers now shipping direct to customers from retail outlets and distribution centers while still managing the day-to-day retail consumers in their respective retail outlets. Consumers buying online and either picking up product in store or having shipped to them directly has made inventory accuracy the most critical component of any well-established Asset Protection department.

Understanding the current technologies available today, from the emergence of RFID for inventory tracking purposes to traditional best practices on how to ensure inventory accuracy measures provide the high level of customer satisfaction consumers have come to expect from companies like Amazon.

## ***Leading Highly engaged functional teams***

Whether managing and supervising personnel at single store environment, District, Regional or at Corporate... the key to any high functioning, productive team is contingent on possessing and exhibiting the right Leadership behaviors. Successful Leaders are selfless, visionary, demanding and have a way of extracting team members strengths while mitigating personality conflicts... for the common purpose and ultimate goal of driving long term sustainable best in class performance!

## ***Strategy planning & Execution***

The most effective way to not fall victim to being purely a crisis response, Loss reactive vs Loss Prevention department is to develop on an annual basis, review and measure progress Quarterly an Annual Operating plan or Strategy planning. An annual operating plan ensures the team understands the key initiatives and execution plan for the current year while Strategy planning ensures the teams future success over the next 3-5 period!

Remaining focused on your team's long-term strategy along with proper utilization of all key cross functional resources from IT, Legal, new business development, store operations, human resources etc. will ensure a shared vision and understanding and "buy in" of the departments "Game Plan"!

Positive performance is contingent on Execution of the established key initiatives, execution is only possible when all members of the team know and understand the strategy planning and the top priorities determined to be the most critical. It is much more preferable to work for a Highly functional and successful AP & Safety unit that both functions and executes in a proactive manner rather than a team that merely reacts and reports on numerous negative events/incidences.

## ***Investigations & Interviewing techniques training***

We will conduct all of your dishonest employee investigations, conduct the investigation and handle the referral for prosecution, civil recovery & restitution.

Let us setup a complete Exception Base Reporting system with key reporting to identify your losses and dishonesty in real time. We will monitor, update, and resolve all cases quickly to recover and protect your hard-earned assets.

Learn how to properly conduct interviews on dishonesty cases, ORC investigations, allegations of sexual harassment etc. without incurring civil liability. Having conducted thousands of investigations and interviews, my developed technique emphasizes interviews that are conflict free with absence of denials as a result of treating subject with dignity, respect, sincerity, and compassion.