

Internal Controls – *Outside!*

Article contributed by Bill Cafferty,
Retail Loss Prevention Consultant

Depending on your location, the temperatures may be cold and there may be snow on the ground as you read this, but spring is around the corner. And with spring comes increased activity in areas outside the coziness of your store – your lumberyard, your garden center, the area where other building materials and season-specific SKUs are displayed, or just on the pavement outside the front door of your store. Those areas may be secured now; there may not even be product in those areas – but that will all change in a month or so when you begin receiving seasonal items and open those areas to customers. Now is the time to begin planning and preparing for the controls that need to be in place to adequately safeguard the product displayed and stored within those areas.

Physical Security

- Whether it is a building, greenhouse, tent, or maybe just the foyer of your store, if it is an enclosed area, it is important that its perimeter is adequate to deter unrestricted access, both during and after business hours. This typically means a wall or fence that not only provides a barrier to entry, but which will also show evidence if someone breaks through it. It is also important that this barrier be inspected daily for evidence of breaching.

NOTE: If you have a fenced or walled area, now would be an excellent time to perform a detailed inspection of it and make needed repairs. Fencing companies typically offer reduced, off-season pricing during winter months.

- As there is normally at least one lock (typically a padlock) involved in the protection scheme, it is important that the lock used be large enough to deter cutting, and ideally be of the type that the key cannot be removed unless the lock is locked (to prevent its replacement with an identical padlock by someone who will open it during nighttime hours, steal product and then replace it with your lock as he leaves). If the gate is to remain locked during the day, but associates need to open it frequently, we suggest a *day lock – night lock* system in which the day lock is a separate lock that responsible associates have the key to open. Once the store is closed, the day lock is supplemented by the night lock, the key to which only the owner and responsible managers possess.
- If the product is displayed in an open area that does not have a defined perimeter, such as along the front of your store, or within or along the perimeter of your parking lot, this is particularly problematic. While the unsecured display of bagged goods is commonplace, items such as motorized lawn care equipment, BBQ grills, patio furniture, wheelbarrows, etc., demand protection from the *grab and run* thief, particularly since these items are normally not visible by associates from within the store. We recommend these items be secured to a building or other permanent structure, or to the pavement. Heavy steel staples should be mounted on the wall or pavement for this purpose. If that is not practical, the items should be tethered together. In both cases, cabling is normally used to accomplish this. We recommend aircraft grade cable (coated, if appropriate), in conjunction with commercial grade padlocks.

Do you want in-person, hands-on training for you or your store associates? Take advantage of Retail Loss Prevention's training opportunities at the spring show in Atlanta!

– See attached training menu for the full training schedule –

- K. **Retail Loss Prevention Workshop** (\$99)
Wednesday, March 7
9 a.m. to 5 p.m.
This full day workshop is intended for store owners and trusted managers. We will walk you through how to create, implement, and maintain a solid Loss Prevention program in your store. The session includes an in-depth look at associate theft, shoplifting, robbery prevention, and store best practices.
- T. **Associate Theft Prevention** (FREE!)
Thursday, March 8
3:30 to 5 p.m.
- AA. **Shoplifting Prevention** (FREE!)
Friday, March 9
9 to 10:30 a.m.
- X. **Epicor POS Security** (FREE!)
Friday, March 9
1 to 3 p.m.

CONTACT US:

Phone:
(630) 972-2670
www.ancelossprevention.com

Internal Controls – *Outside!*

Access Control

- Gates are only effective during business hours if passage through them is controlled. An open, uncontrolled gate is an invitation to STEAL FROM ME and should be avoided if at all possible. If the enclosed area has more than one gate, all but one should be closed and locked – only the gate that is closest to the store, easy to observe and control should be used by customers. If there is a rear or side gate that must be used by commercial delivery vehicles (or company delivery vehicles) or for moving product into the enclosed area, it should remain closed and locked when not in use.
- If a fenced area is contiguous to the store, and the perimeter door exiting to that area is a designated fire exit (has a lighted EXIT sign above the door), the NFPA Life Safety Code stipulates that there must be an unlocked emergency exit gate from that area. If that gate is controlled by an associate, no problem. If, however, that gate is not controlled by an associate, we recommend that an exterior panic bar/exit alarm device be installed on that gate, along with signage stating “EMERGENCY EXIT ONLY – ALARM WILL SOUND.”
- If a fenced area has heavy customer traffic (pedestrian or vehicular), or if the product contained within includes high-end and/or easily concealed items, it is strongly recommended that an associate be positioned at the exit gate to either ring sales or verify that payment for product has been made.
- If a gate is manned by an associate, it may also be appropriate to place signs at that location informing customers that they may pay for their purchases at that location or that a receipt should be presented to the associate for verification.

Surveillance

- Closed circuit television (CCTV) coverage of exterior areas is strongly recommended as an additional deterrent to theft, as well as a means of identifying thieves should other security measures fail to prevent a theft.
- If CCTV is in use in an exterior area, it may be wise to wire in a small monitor at a location within the store where a responsible associate can keep watch and react to actual or potential theft situations. It’s also a great tool for enhancing customer service by making note of and reacting to the need for additional associates in that area.

Signage

Signage is important. It informs customers and others of your policies, as well as your commitment to the protection of your property and product.

- NO TRESPASSING signs should be posted every 50 feet on the exterior side of perimeter fencing and on all lumberyard gates.
- If a gate is manned by an associate, it may be appropriate to place signage at that location that advises customers that they may pay for their purchases at that location or that a receipt should be presented to the associate for verification.
- If CCTV is in use, don’t be reluctant to publicize that fact. Place a sign in the area and/or on the door leading to the area that the (named area) is under CCTV surveillance. That sign may just be the thing that will deter someone from attempting to steal a product from that area.
- You may also want to consider a sign at the entrance to your lumber or building materials yard that states something to the effect that A SALES RECEIPT IS REQUIRED FOR ENTRY INTO THE LUMBERYARD.
- Lastly, if there is a perimeter door in your store that exits directly into your lumberyard, we suggest you place a sign at that door informing customers that UNPAID MERCHANDISE MAY NOT BE TAKEN INTO THE LUMBERYARD.

Go to <http://www.ancellossprevention.com> for detailed best practices related to outdoor display, storage and access controls. Click on PUBLICATIONS > LP ARTICLES > LUMBERYARD CONTROLS. If there is a unique situation at your store that is not adequately addressed here, please contact Retail Loss Prevention and discuss your concerns with one of our loss prevention professionals. Call 630-972-2670 or email info@ancellossprevention.com.

2012 Spring Convention/Atlanta

Tuesday, March 6 (pre-show; full-day sessions)

Cost is \$99 each, except for Plumbing Seminar and Electrical Seminar, which are \$199 each.

Session	Time	Length	Title
A	9 a.m. to 5 p.m.	Full day	Plumbing Seminar
B	9 a.m. to 5 p.m.	Full day	Leading In a Time-Starved Environment
C	9 a.m. to 5 p.m.	Full day	Developing a S.A.L.E.S.-Focused Team
D	9 a.m. to 5 p.m.	Full day	Optimizing Associate Performance
E	9 a.m. to 5 p.m.	Full day	Integrate ACENET Into Your Everyday Store Processes

Wednesday, March 7 (pre-show; full-day sessions)

Cost is \$99 each, except for Plumbing Seminar and Electrical Seminar, which are \$199 each.

Session	Time	Length	Title
F	9 a.m. to 5 p.m.	Full day	Electrical Seminar
G	9 a.m. to 5 p.m.	Full day	Leveraging Your Financial Knowledge To Improve Bottom-Line Profitability
H	9 a.m. to 5 p.m.	Full day	Business To Business (B2B) Implementation Workshop
I	9 a.m. to 5 p.m.	Full day	Successful Inventory Management and Replenishment
J	9 a.m. to 5 p.m.	Full day	Effective Associate Training
K	9 a.m. to 5 p.m.	Full day	Retail Loss Prevention Workshop

2012 Spring Convention/Atlanta

Thursday, March 8

Session	Time	Length	Title
L	1 to 2:30 p.m.	90 minutes	Coaching For Product Knowledge
M	1 to 2:30 p.m.	90 minutes	Customer Returns: Policies and Procedures
N	1 to 2:30 p.m.	90 minutes	Ace In the Digital Space
O	1 to 2:30 p.m.	90 minutes	Ace Rewards Visa – What’s New For 2012 User Forum
P	1 to 2:30 p.m.	90 minutes	Five-Star Key Performance Indicators – A Facilitated Discussion
Q	3:30 to 5 p.m.	90 minutes	Introduction To Margin Master – Making More Money Through Variable Pricing
R	3:30 to 5 p.m.	90 minutes	RSO Compliancy – What It Means To Me
S	3:30 to 5 p.m.	90 minutes	Moving the Needle With Your Customer Insights Results
T	3:30 to 5 p.m.	90 minutes	Associate Theft Prevention
U	3:30 to 5 p.m.	90 minutes	Five-Star Key Performance Indicators – A Facilitated Discussion

2012 Spring Convention/Atlanta

Friday, March 9

Session	Time	Length	Title
Y	9 to 10:30 a.m.	90 minutes	Discovery Acceptance Rate: How To Drive Sales and GP\$ By Having the Correct Assortment
Z	9 to 10:30 a.m.	90 minutes	Five-Star Key Performance Indicators – A Facilitated Discussion
AA	9 to 10:30 a.m.	90 minutes	Shoplifting Prevention
V	9 to 11 a.m.	2 hours	Financial Management 202 – Using the Enhanced Ace Budget Tool To Manage Profitability
BB	10:30 a.m. to noon	90 minutes	Using Workforce Management To Control Labor Costs, Improve Productivity and Hiring
CC	10:30 a.m. to noon	90 minutes	Customer Insights – Changes For 2012
DD	10:30 a.m. to noon	90 minutes	Business To Business (B2B) Relationship Selling: How To “Learn To Earn” More B2B Sales
EE	1 to 2:30 p.m.	90 minutes	Margin Master – User Group
FF	1 to 2:30 p.m.	90 minutes	Strategic Clutter: Making the Most Of Your Impulse Space
GG	1 to 2:30 p.m.	90 minutes	Financial Management 203 – Understanding How Cash Flow Impacts Profitability
HH	1 to 2:30 p.m.	90 minutes	Five-Star Key Performance Indicators – A Facilitated Discussion
W	1 to 3 p.m.	2 hours	Inventory Planner – A Closer Look
X	1 to 3 p.m.	2 hours	Epicor POS Security



Questions?

Ace Conventions Team | 630-990-2706

General Information

Ace Housing and Registration | 800-722-9806 or 972-349-7602

Registration for training sessions, badges, meal tickets, housing, hotel reservations, deposits

Retail Training | 630-990-1682

Retailer Training Sessions - content

Merchandising Help Desk | 800-777-6797

Show books and show specials