

NEW-HIRE LOSS PREVENTION ORIENTATION & TRAINING

INITIAL ORIENTATION (ALL ASSOCIATES)

NOTE: Following are the *minimum training topics* to be presented during the early days of an associate's employment. Depending on the store's configuration and services, as well as the associate's duties, there may be other important training topics to present.

Security

1. Door control -
 - What door associates are to use for entrance and exit.
 - Requirement for keeping specific back/side doors locked when not in actual use.
 - Requirement for keeping main entrance/exit doors locked prior to and after store operating hours.
2. Associate parking (where they may park - and where they *may not* park).
3. Shoplifting Prevention – stress the need to *prevent* shoplifting through superb customer service (rather than having to react to a shoplifting when it occurs).
4. Associate Theft
 - Stress the fact that associates are considered "family" and that there is a *culture of honesty* within the family. (See article titled *Associate Theft - Developing a Culture of Honesty*.)
 - Advise them that there is zero tolerance of theft by associates and that in addition to immediate loss of employment, associate theft *will be referred to the police and will be prosecuted*.
 - Impress on them that you expect not only that they be honest in all of *their* activities, but that they also notify you when they become aware of a fellow associate who has committed a dishonest act.
 - Discuss the *Ace Hardware Reward Hotline* for reporting associate theft:
 - The toll-free number is 800-888-8862.
 - The reporting associate need not provide his/her name.
 - A reward will be paid for information that leads to a successful conclusion of the case.

Safety

SEE THE *OSHA SMALL BUSINESS HANDBOOK* FOR DETAILED SAFETY INFORMATION APPLICABLE TO SMALL BUSINESSES

(<http://www.osha.gov/Publications/smallbusiness/small-business.pdf>)

1. Advise associates of their "Right to Know" and provide them a copy of the *OSHA poster* (<http://www.osha.gov/Publications/osh3165.pdf>).
2. Advise associates of all job-related hazards; review the *OSHA Job Hazard Analysis* (<http://www.osha.gov/Publications/osh3071.html>).

3. Advise associates of the requirement to immediately notify you of anything they feel constitutes an unsafe work condition, practice or piece of equipment.
4. Train associates on proper lifting technique (lift with your legs, not your back).
5. Stress the need to wear personal protective equipment (PPE), to include:
 - Protective eyewear when performing a task in which eye injury is possible (e.g., cutting keys, using an electric saw, etc.)
 - Hearing protection when performing a task in which hearing damage is possible (e.g., using an electric saw)
 - Respiratory protection (e.g., dust mask, air purifying respirator, etc.) when performing a task that could adversely affect the associate's respiratory system (e.g., using an electric saw and creating significant dust/sawdust, using or spraying caustic chemicals, etc.).
 - Gloves when handling potentially harmful surfaces, temperatures and substances.
6. Identify the locations of all fire extinguishers and fire alarms.
7. Identify the locations of all first aid kits.
8. Provide information/training regarding other safety equipment related to unique operations performed at the store (e.g., welding, brazing, filling butane tanks, etc.).

ADDITIONAL TRAINING

Security

1. Associate Theft (Managers and Supervisors Only)

Specific actions to be taken when:

- A suspicion is developed independently.
- A report is received from an associate
- An associate is caught red-handed.

2. Door Control (Managers & Others with Opening/Closing Responsibility)

- Detailed opening procedures (see ACENET Ace way of Retailing Best Practice).
- Detailed closing procedures (see ACENET Ace way of Retailing Best Practice).
- Back and side door security during operating hours.

3. Shoplifter Detention

- Review article titled *Shoplifting Prevention*. Ensure that all managers and supervisors are clear on their role in the plan.
- Provide clear guidance on what elements must exist before detaining a shoplifter - and who has the *responsibility* and *authority* to take the actions:
 - You must see the customer enter the store or department without the merchandise he/she will be accused of shoplifting.
 - You must be able to identify the item(s) and the location(s) from which the merchandise was taken.

- You must be able to identify how the customer concealed and/or removed the items(s) from the store.
- You must maintain continual surveillance, making sure that the customer doesn't dispose of the item(s).
- You must allow the customer to pass all points of payment.
- You must allow the customer to exit the store.

Safety

1. Train all associates and managers on the proper actions to be taken in the event of a hazardous chemical spill (OSHA HAZCOM Program). NOTE: This training must be documented (<http://www.osha.gov/dsg/hazcom/solutions.html>).

2. If the associate's job entails driving a forklift, provide training and certification in compliance with OSHA training requirements (see paragraph 1910.178(l)(3) in OSHA Directive 29CFR 1910.178). NOTE: This training must be documented. (http://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=STANDARDS&p_id=9828)

3. If an associate's job entails using any potentially dangerous equipment (e.g. powered saws, grinders, drills, etc.), provide appropriate training. NOTE: This training should be documented.

Contact Retail Loss Prevention at 630-972-2670 and speak to a member of our staff, or e-mail us at info@acelossprevention.com for assistance in addressing unique security or safety matters during the new-hire orientation process.