



M.A.T.E.S

Material for Advancement in
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Toymate

Loss Prevention

OVERVIEW

The following Loss Prevention Policy/Procedure covers the company expectations with regards to loss prevention for each Toymate store. All staff are expected to read and understand the procedures and adhere to the procedures relating to loss prevention.

IN THIS PROCEDURE

1. **Purpose**
2. **Commencement of the procedure**
3. **Application of the procedure**
4. **Shrinkage**
5. **Bag Checks**

Document Title: Loss Prevention Procedure		Authorised by: Idan Levy	
Document #: PRO002	Version #: 1	Issue Date: 11/7/2020	Revision Date: 11/7/2021
			Page 1 of 4



1. PURPOSE

- 1.1 This Loss Prevention Procedure ('Procedure') covers the specific requirements for handling shrinkage and bag checks. All staff need to adhere to the procedure.

2. COMMENCEMENT OF THE POLICY

- 2.1 This Procedure will commence from 11/7/2020. It replaces all other delivery procedures of Toymate ('Toymate') which deal with deliveries.

3. APPLICATION OF THE POLICY

- 3.1 This Policy applies to employees (including temporary employees) of Toymate who work in store, warehouse and office.
- 3.2 This Procedure does not form part of any employee's contract of employment. The Procedure is not intended to override the terms of any award, enterprise agreement or contract that applies to an employee.

4. SHRINKAGE

- 4.1 Shrinkage is the term given to the loss of stock. The four main areas which contribute to shrinkage are ;

- i. External Theft and Fraud (Customer Theft)
- ii. Internal Theft and Fraud (Staff Theft)
- iii. Administrative (Stock movement/Invoicing)
- iv. Vendor

- 4.2 The biggest cause of shrinkage in Toymate is External Theft and Fraud.

How Do People Shoplift?

- i. Trolley Walk Outs: (Stock not paid for leaving the store in trolleys)
- ii. Enviro Bags: (Stock hidden in large bags)
- iii. Under or Inside Prams: (Stock hidden under prams or under covered prams)
- iv. Carrying 'booster boxes': (Filling empty boxes with expensive stock)
- v. Stealing something and going to Refund Counter for a refund:
- vi. Barcode swapping:

- 4.3 Every Teammate at Toymate is responsible for Loss Prevention. Reduce Shrinkage through;

- i. Exceptional customer service.
- ii. Offering service and assistance to customers.
- iii. Understand and follow company policy's and procedures.
- iv. Be Security and Safety aware and conduct bag checks.
- v. Report dishonest behaviour's to Loss Prevention.
- vi. Care about what you do. Be professional and go the extra mile.

Document Title: Loss Prevention Procedure			Authorised by: Idan Levy	
Document #: PRO002	Version #: 1	Issue Date: 11/7/2020	Revision Date: 11/7/2021	Page 2 of 4



4.4 Some classic signs of a shoplifter

- i. Enter store with an empty shopping trolley or trolley which is covered, covered pram, large boxes. Large bags or empty bags. Wearing baggy clothing, coats, jackets especially out of season.
- ii. Constantly looking around and disinterested in receiving any customer service. Acting nervously or hesitant Jerky eye movements used to 'scope' or 'scan' the store
- iii. Hanging around with stock at Front of Store with no apparent purpose
- iv. Returning to a particular spot
- v. Avoiding the gaze of a salesperson
- vi. Leaving the premises with undue haste
- vii. Loitering around counters that have high theft items

4.5 What to do if you see suspicious behavior:

- i. Offer assistance.
- ii. Alert front of store staff to conduct a bag check of this person when they depart
- iii. Be direct, never bluff, but be assertive, use 'aggressive hospitality'.
- iv. Ask questions that refer to the product that they 'may have' or 'are looking at!'
- v. Open question:(these are sentences that contain the words, who, what, when, where, how, why, which):
 - a. "Hi there, beautiful day isn't it?" Would you like a shopping basket for your purchases today?.
- vi. If they are about to steal, they will probably stop, leave and try somewhere else.
- vii. If they have stolen, they will probably think they have been seen and try to 'dump' the item and leave.
- viii. The idea is to put doubt into their mind whether or not you saw a theft occur.

5. BAG CHECKS

5.1 Bag Checks tips;

- Check all bags A4 size and up and not just every second one. Point out the conditions of entry sign if customer refuses bag check.
- Check receipts, date, time, stock etc.
- Never accuse a customer
- Never touch the customers bag. Customer should move contents.
- Be confident assertive but not aggressive. Display exceptional customer service.

Document Title: Loss Prevention Procedure			Authorised by: Idan Levy	
Document #: PRO002	Version #: 1	Issue Date: 11/7/2020	Revision Date: 11/7/2021	Page 3 of 4



5.2 IF YOU FIND SOMETHING:

- Don't accuse the customer, simply ask whether they would like to purchase the item OR whether they have a receipt. (If it clearly has a price label from another retailer then allow the customer to proceed.) If the customer claims that they've already purchased it but doesn't have a receipt, call a manager. Pleasantly explain that you will need to call a manager and they won't be a moment. When the manager arrives politely explain the situation to the manager. The manager will handle the situation by checking the product, questioning the customer more closely and explaining policy regarding bringing such items into the store and the necessity of retaining the receipt.

5.3 IF THE CUSTOMER REFUSES TO HAVE THEIR BAG CHECKED:

- Politely explain that you are required to do so as it is a condition of entry into the store. If the customer still refuses explain that you'll have to call a manager and do so immediately. Once again, when the manager arrives politely explain the situation – do not accuse and keep that friendly customer service face on. The manager will handle the situation by explaining the policy to the customer.
- If a person does not allow you to check their bags, you can't physically enforce this. Just explain that it is a condition of entry and they will be asked the next time they come in with a bag.
- If you are sure they have stolen stock in the bag (i.e. you have physically seen them put it in and not pay for it AND you have not lost eye contact with them from that time until they exit), you can challenge them by saying you know they have such and such item in the bag and would they like to pay for it. If they still ignore your request, just remind them that we have CCTV cameras which would have recorded the incident and ask them not to come back again.
- It is our legal right to ban people from our store who we know have stolen (only if above conditions have been met). A verbal ban is as good as any. A successful shoplifter will return if they don't get caught, at least this way we will have stopped them from coming back.
- Never chase a person outside the store, use physical force and try to physically stop someone to retrieve stolen stock.
- If necessary call security or the Police.

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Document #: PRO002	Version #: 1	Issue Date: 11/7/2020	Revision Date: 11/7/2021	Page 4 of 4