

17.20 Loss Prevention

Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. to prevent the loss of merchandise and monies from its retail facilities.

Procedure:

Shoplifting Deterrents - Each customer shall be greeted by a member of the retail staff upon entering the store. Retail staff shall be present in the store while customers are present, sales persons should not turn their backs to shoppers. While respecting customer privacy, use of the dressing rooms shall be monitored. Empty hangers should alert sales staff to possible theft.

Donated Goods - All merchandise or cash received thru donations is the property of Goodwill and shall be treated as such. Cash found in pockets, drawers, or linings of donated goods is the property of Goodwill and must be turned in to the Manager or Assistant Manager along with a description of the location, time, and date of discovery.

Stockrooms - Customers and the general public are not permitted in a retail facility's stockroom. Doors to stockrooms must be kept closed when not in use. Employees should inquire concerning the identity of any person unknown to the employee who enters an area of the retail facility that is not open to the public.

Processing, Receiving, Warehouse, and Salvage Areas - Customers and the public are not permitted to enter processing, receiving, warehouse, or salvage areas. Sale of goods from these areas is not permitted. Merchandise must be priced and placed on the sales floor before it is available for purchase.

Right to Inspect - Goodwill reserves the right to inspect any item carried in or out of any portion of the store, including items being taken to the trash area and receptacles.

Hiring - The Human Resource Administrator, in coordination with the Retail Director, will determine qualified applicants for retail positions based upon all relevant factors including, but not limited to, job applications, interviews, and the results of criminal record and reference checks, as these are relevant to the retail job environment.

Criminal Record - Criminal record checks will be conducted on potential retail employees after obtaining the potential employee's written consent.

Reference Checks - References will be checked, as needed, for retail employees.

Employee Entrance/Exit - Whenever possible, employees shall be required to use a designated entrance when coming to or leaving work.

Keys and Locks - The Retail Director is authorized to designate Shift Managers. Only authorized Shift Managers shall carry store keys. Employees must safe guard their keys. In the event of the loss of a key or the termination of a Shift Manager, it may be necessary to change locks. All keys should be collected and accounted for at the end of the working day, except for those used to close and open the premises or those permanently assigned to an authorized Shift Manager. All keys must be logged when issued and returned upon termination.

Maintenance and Repair Persons - Any maintenance or repair person who must work within the store during non-business hours will be accompanied by the Store Manager or designee. If appropriate, such workers may be accompanied by a retail manager or employee during working hours. Maintenance and Repair persons must document their visit using the Visitor's Log.

Refuse/Garbage - Store management shall periodically monitor trash containers to prevent possible loss. Refuse may be inspected before it leaves the store to verify no hidden goods. If necessary, locks may be used to prevent the improper use of trash containers.

Location of Merchandise - Boxes, packages, bundles, or merchandise of any sort may not be held for retail employees in any location of the store, including the office, lunch, or break areas.

Layaways - Layaways are not permitted.

Unauthorized Markdowns - Employees are not permitted to discount merchandise for friends, co-workers, family, or themselves without the express authorization or instruction from the Retail Director. Employees are not permitted to sell to their friends or family.

Employee's Personal Property - Employees may not store personal parcels or overcoats on the sales floor or in processing or stock areas. Employees should keep valuables and money on their person. When provided, employees must use lockers to secure their personal belongings. Lockers must be locked with the employee's personal padlock. Volunteers will be provided a padlock daily to be returned at the end of the work shift.

Charitable Donations - Occasionally, merchandise may be donated to other organizations (excluding the voucher program). The Executive Director, Assistant Executive Director, and/or Retail Director determine such donations.

Shipping and Receiving - Truck drivers are not permitted to transport merchandise in the cab of Goodwill delivery trucks. Cargo areas of the truck are to be locked and secured when transporting merchandise. Truck drivers are not permitted to transport personnel unless approved by the Retail Director, the Assistant Executive Director, or Executive Director. Truck drivers are to immediately leave the retail facility once goods are dropped/picked up. Driving time from store to store may be monitored.

Cash Security - Whenever possible, only one employee will be assigned to a cash register at one time. Voids must be audited and initialed by the Manager or Shift Manager at the time of the void. The cash register drawer must be closed after each sale. Credit card transactions will be monitored to verify that the customer was not overcharged. Checks will be periodically compared to sales. Cashiers will be monitored periodically for compliance with proper procedure.

Integrity Shopping - In-house or contracted services may be used to conduct audits of cashiering operations. Surprise cash audits may be conducted randomly or upon suspicion of theft.

Training - Retail management and staff will be regularly trained in loss prevention techniques.

Theft - Refer to Section Seven Policy, *Theft Policy*, for actions not included above that constitute theft.

Employees share the responsibility of understanding and preventing loss. Licking/Knox Goodwill Industries, Inc. therefore requires immediate reporting of all perceived incidents of theft or other loss.