


ICL LAYNE CONSULTANTS INTERNATIONAL

IAAPA  
presents

**Best Practices in Loss Prevention –  
Who Do You Trust ??**



featuring  
Stevan P. Layne, CPP, CIPM

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**Absolute Protection**

There AIN'T no such thing.....

Nothing is 100%.....



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**Internal Theft**

Responsible for over 90% of most business losses. Includes employees, supervisors, managers, and owner's relatives, others in positions of trust.

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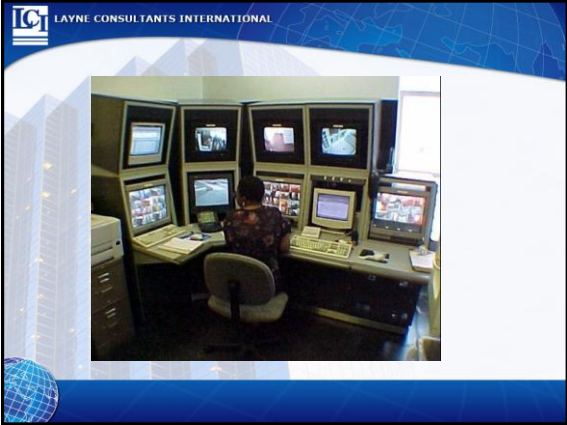
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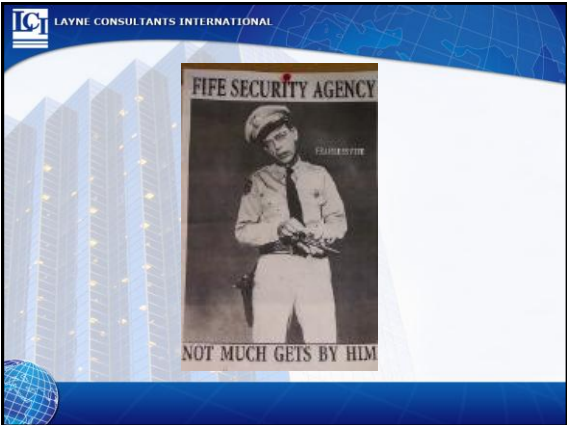
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**Threats**

- **Fire – The NUMBER ONE ALL TIME THREAT**
- Natural Disaster
- Theft
- Terrorism
- Damage
  - unintentional
  - intentional



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How do we best address these threats?

- **Prevention**
- **Detection**
- **Response/Suppression**

*Know the basics of security planning*

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### Fire Prevention

1. STRICT Adherence to Fire Codes
2. Do NOT allow blockage of fire route
3. DISCONNECT coffee pots, floor heaters
4. REPORT defective alarms, locks, lights
5. Strict closing inspections
6. Regular after hours tours
7. Be PROactive, rather than REactive

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### Internal Loss Prevention

Objective Background Screening  
Consistent Monitoring  
Aggressive Disciplinary Actions

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## Objective Screening

- The Application – Waiver Form
- The Interview
- Reference Checks
- Employment Verification
- Criminal History
- Credit History
- Substance Screen

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## Consistent Monitoring

- Video Surveillance
- Mystery Shoppers
- Independent Evaluation
- Substance Testing
- Audits
- Inventories

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## Aggressive Disciplinary Action

- ZERO TOLERANCE**
- Suspension for Investigation
- Termination for Cause
- Professional Counseling
- Reasonable Published Policies

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## Termination of Employment

Expect the worst...and plan for it!

- Terminate for violation of published policy
- Place yourself in the employee's position
- Plan each aspect of the process
- Treat every employee with respect, throughout the process

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## When Any Threat Arises

Personal safety is the first priority

- Consider police or security presence
- Initiate the process without warning
- Complete the process without delay
- Escort the subject from start to finish
- Issue formal legal notice

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## Theft Detection

Observation

- Security and staff
- Alarm response
- Electronic measures
- Inventories
- Patrols

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## Theft Response (cont'd)

Patrols are the most effective deterrent available.  
YOUR suspicions...how NOSY you are on patrol....makes the difference.

Patrols are not just performed by security.  
Managers patrol. Supervisors patrol. Mystery shoppers patrol....

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## EVERYBODY'S Concern

**Administration**  
**Maintenance**  
**Food Service**  
**VENDORS**  
**Visitors**



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## Initial Visible Deterrent



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## Physical Barriers

- Restricted Entry
- Entry Gates
- Turnstiles
- Locked Doors
- Other Barriers
- Landscaping



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## Regular and Irregular Patrols



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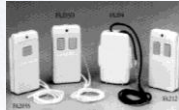
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## Electronic Protection



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## Reasonable Policies and Procedures

- Access to Storage/Offices
- After Hours Building Access
- Pre-Employment Screening
- Employee Rules and Regulations
- Substance Abuse
- Workplace Violence
- Incident Reporting
- Emergency Response

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## Procedures

- Package Inspection**
- Opening/Closing**
- Checklists**
- complete logs and reports**
- Honor Visitor/Employee Experience**
- Document ANYTHING suspicious**



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## Attention to Detail

- Recognition of unusual circumstances**
- Restrooms, storage areas**
- Suspicious persons**
- Rules Violators**
- Remember – YOU can make a Difference!**



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### The Plan

- It **CAN** Happen Here!
- Everyone has a responsibility in crisis
- Performance is **DIRECTLY** related to **TRAINING!**
- Coordinate Emergency Response
- Coordinate Contractor Response
- **PRACTICE** several contingencies....

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### Bottom Line

Given the opportunity to steal...  
You need to take away the opportunity  
*SOME* criminals may be reformed....but...

Know your employees  
Control your perimeter  
Respond quickly, professionally to incidents

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For additional assistance:

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