



POWERED BY THE LOSS PREVENTION FOUNDATION

LPQQualified (LPQ)

The LPQQualified (LPQ) is a certification designed to provide a benchmark education for loss prevention managers, supervisors, store managers, college students, select hourly employees, and anyone interested in the career field. It is also an excellent refresher course for new District LP Managers, corporate LP support personnel or those who have limited or no field experience. The LPQ was created with input from more than 170 loss prevention professionals from more than 75 of today's leading retail companies.

*** The LPQ qualifies towards Bachelor credits at American Military University, Fairleigh Dickinson University, Mississippi College & Master's credits at Eastern Kentucky University.**

To earn certification, you must pass the LPQ proctored exam (100 multiple choice questions) offered at over 1400 locations throughout the US and over 5000 worldwide. While you are not required to purchase the LPQ course prior to taking the exam, it is the best study tool available.

The LPQ prep course is composed of 3 courses with 25 detailed chapters. Curriculum focuses on:

Course 1: The Retail Environment

Course 2: Becoming a Successful Business Person

Course 3: Loss Prevention Basics and Tools

Each course includes section review questions, practical applications, and a practice exam at the end of the course. The course is delivered 100% on-line, includes more than 580 pages of text, 65 video demonstrations & nearly 500 pictures. It is self-paced with no hard copy or CD. A study gopher allows for note taking which can be printed. Completion Time is approx. 35-40 hours.

**Course 1
Retail Environment**

- Foundations of Loss Prevention
- Basic Retail Business Operations
- The Causes Behind Loss
- Shrink Awareness
- Establishing a Controlled Environment
- Workplace Safety
- 196 pages

**Course 2
Becoming a Successful Business
Person**

- A Professional Approach
- Ethics and Conduct
- What You Should Expect
- Career Growth
- Communications Skills
- Building Relationships
- Diversity
- Harassment Awareness
- Conflict Resolution
- 178 pages

**Course 3
Loss Prevention Basics and Tools**

- Vocabulary and Terminology
- External Theft
- Internal Theft
- Interviewing as a Tool
- Civil Recovery and Restitution
- Courtroom Procedures
- Physical Security
- Crisis Management and Emergency Response
- Auditing
- Employment Screening
- 215 pages

Serving the Loss Prevention Industry

The Loss Prevention Foundation (LPF) is an international leader in educating and certifying retail loss prevention and asset protection professionals. LPF's mission is to advance the retail loss prevention and asset protection profession by providing relevant, convenient and challenging educational resources. LPF is responsible for administering the industry's only internationally sanctioned LP credentials: LPQualified (LPQ) and LPCertified (LPC). LPF is also focused on driving more talent to the industry from colleges, universities, military and law enforcement through its Academic Retail Partnership Program and its Hire A Vet Program.



LPQualified Certification Program

Course 1 – The Retail Environment

101. The Foundations of Loss Prevention

101A. Foundations of Loss Prevention

101B. Emergence as a Profession

- 1) From a Reactive Force to a Proactive Asset
 - a) Security vs. Loss Prevention vs. Asset Protection
 - b) Embracing New Roles And Challenges
 - c) Comprehensive Training
 - d) Establishing A Command Structure

101C. The Importance of the Profession

- 1) What We Do
 - a) Employ Methods of Deterrence
 - i. Awareness Programs
 - ii. Training
 - iii. Technology
 - b) Conduct Investigations
 - c) Complete Apprehensions
 - i. The Five Steps of the Apprehension Process
 - d) Interact with Law Enforcement Agencies
- 2) Crossing into New & Non-Traditional Markets
 - a) Loss Prevention Retailer Categories
 - i. Department Store / Big Box Retailers
 - ii. Specialty Retailers
 - iii. Category Killers
 - iv. Grocery Stores
 - v. Restaurants/Fast Food
 - vi. Convenience Stores
 - vii. Drugstore/Pharmacy Retailers
 - b) Specialized Loss Prevention Professions
 - i. Distribution/Logistics
 - ii. Business Services & E-Commerce



- iii. Information Security & Data Protection
 - iv. Organized Retail Crime
 - v. Special Investigations
 - vi. Protective Services
 - vii. Internal Audit
 - viii. LP Operations & Support Services
 - ix. Training Services
- 3) Impact on the Bottom Line
- 1) Our Importance to The Organization
 - i. Maximize Profits
 - ii. Reduce Shrinkage
 - iii. Effective Inter-Department Interaction
 - 2) Our Importance as a Profession
 - i. Build Credibility
 - ii. Recruit Top Quality

102. Basic Retail Business Operations

102A. The Business Relationship

- 1) Retail - A Global Concept
- 2) Sales, Profitability and Other Important Concepts
 - a) Sales
 - b) Profits
 - c) Other Retail Concepts

102B. Inventory Management & Supply Chain Operations

- 1) Merchandising
 - a) Buyers
 - b) Marketing
- 2) Logistics & Distribution Centers
 - a) Inventory Management
 - b) Reverse Supply Chain
 - c) Category Management

102C. Sales & Customer Service



102D. The Emergence of E-Commerce

102E. Management Roles & Responsibilities

- 1) The Front Line
 - a) Store Manager
 - b) Operations Manager
 - c) Department / Assistant Managers
 - d) The Front Line

- 2) Daily Operations
 - a) Financial Documents Overview
 - i. Profit & Loss Statements
 - ii. Daily Sales Reports
 - iii. Inventory Management Reports
 - iv. Exception Reports
 - b) Point of Sales Operations
 - i. Register Areas
 - ii. Service Desk Operations
 - c) Cash Office Operations
 - d) Layaway
 - e) Store Value Cards & Gift Cards
 - f) Fraudulent Transactions

102F. Additional Business Partners

- 1) Human Resources
- 2) Finance / Audit
- 3) Operations
- 4) Legal
- 5) Risk Management

102 G. LP Organization within the Organization

103. The Causes Behind Loss

103A. Finance, Profit and Margin



- 1) Retail Math Made Simple
 - a) The Basic Retail Formula
 - b) Gross Sales vs. Net Sales
 - c) Margins
 - d) Sales per Square Foot
 - e) Inventory Turnover
 - f) Open to Buy

103B. Shrink – What is It?

103C. How Shrink Occurs

- 1) Internal Theft
 - a) Personal Integrity.
 - b) Personal Circumstances/Situational Pressures.
 - c) Opportunity
 - d) Employee's Perception of Risk

- 2) External Theft
 - a) Shoplifting
 - b) Robbery
 - c) Burglary
 - d) Fraud
 - e) Other External Theft Issues

- 3) Operational Shrink Issues
 - a) Paperwork Issues
 - b) Product Handling

- 4) Vendor Issues
 - a) Operational
 - b) Vendor Fraud

103D. Effects on the Business

104. Shrink Awareness

104A. Understanding the Impact

- 1) Shrink Impacts Every Area of the Business

- 2) Efficient & Effective LP Practices Compliment the Business
 - a) Good Customer Service = Good Loss Prevention Practices
 - b) Good Operational Practices = Good Loss Prevention Practices



- c) Good Human Resources Practices = Good Loss Prevention Practices
- d) Good Merchandising Practices = Good Loss Prevention Practices
- e) Good Housekeeping Practices = Good Loss Prevention Practices

104B. Training & Awareness

- 1) Communicating Current Trend Information
 - a) Daily/Regular interaction
 - b) Implied Control
 - c) Participation in store meetings.
 - d) Awareness Meetings
 - e) Employee Orientation Programs
 - f) LP Media
 - g) LP Hotlines
 - h) Lunch & Learn

104C. Pulling Everyone Together

- 1) Associate's Role in Prevention
 - a) The Loss Prevention Front Line
 - b) The Benefits of a "Meet & Greet" Philosophy
- 2) Culture of Honesty

104D. The Value of Deterrence & Apprehension

- 1) Apprehension
- 2) Deterrence

105. Establishing A Controlled Environment

105A. The Necessity for Control

- 1) Essential Tools
 - a) Technology
 - i. Alarms & Alarm Reporting
 - ii. Fine Jewelry/Cash Office/Duress Alarms
 - iii. Merchandise Alarms
 - iv. Electronic Article Surveillance(EAS) Tagging/Ink Tagging
 - v. Closed Circuit Television (CCTV)
 - vi. POS Exception Reporting
 - b) Product Placement
 - i. Merchandising



- ii. Floor Plans
- iii. Open Sale versus Secured Product

105B. Public Notices That Get Noticed

- 1) Return Policy
- 2) Fitting Room Standards
- 3) Restricted Areas
- 4) Consequences of Shoplifting

105C. Effective Preventative Methods

- 1) Visible Deterrence
- 2) Concealed Surveillance
- 3) Customer Service
- 4) Locked/Secured “High Value” Merchandise

105D. Loss Prevention and the Customer Shopping Experience

- 1) Achieving Balance

106. Workplace Safety

106A. Why It’s Important

106B. Safety Standards / Awareness

- 1) Cleanliness
 - a) Workspace
 - b) Food Areas
 - c) Restrooms
 - d) Chemical Storage
 - e) Chemicals on the Selling Floor
 - f) Clean-air
 - g) The Globally Harmonized System of Classification
- 2) Fire Safety
 - a) Fire Extinguishers



- b) Emergency Evacuation

- 3) Accidents
 - a) Guiding Principles
 - b) Information Gathering
 - c) Determining the Cause of an Accident
 - d) Contributing Factors
 - e) Corrective Action

- 4) Workplace Violence

- 5) Equipment
 - a) Trash Dumpsters and Compactors
 - b) Forklifts / Tow Motors / Pallet Jacks
 - c) Power Tools
 - d) Conveyor Systems
 - e) Ladders
 - f) Box Cutters

- 6) Ergonomics

- 7) The Occupational Safety and Health Administration (OSHA)

106C. Accident Response

- 1) Assessing the Scene

- 2) Aid to The Injured

- 3) Bloodborne Pathogens

- 4) Reporting an Accident

106D. Emergency Response

- 1) Response Plans

- 2) Types
 - a) Fire
 - b) Facility Evacuation
 - c) Weather Related Emergency
 - d) Medical Emergency
 - e) Hazardous Spills
 - f) Lost Child
 - g) Terrorist Events



106E. Active Shooter

- 1) The Importance of Having a Plan
- 2) The Value of Practical Training
- 3) Fundamentals of Response

106F. Food & Drug Safety

- 1) Proper Storage
- 2) Proper Hygiene
- 3) Proper Refrigeration
- 4) Pharmacies
- 5) Audits
- 6) Inventory Turnover
- 7) Product Tampering
- 8) Regulatory Food Safety and Hygiene Requirements



LPQualified Certification Program

Course 2 - Becoming a Successful Business Person

201. A Professional Approach

201A. A Professional Approach

201B. Positive Attitude & Behavior

- 1) Attitude
- 2) Behavior

201C. Appearance Counts

201D. Successful Communication

- 1) Confidentiality

201E. A Proactive Approach

- 1) The Criteria Necessary to Take Action

201F. The Value of Perception

- 1) Self-Awareness
- 2) Cleaning Your Filters
- 3) Perceptions of You

201G. Expectations on and Off the Job

- 1) Remain Approachable
- 2) Depersonalizing
- 3) Positive Skill Management

201H. Liability Exposure on the Job

201I. Work Ethic Strategies

- 1) Obligation to Yourself
- 2) Obligation to Your Co-Workers
- 3) Obligation to Your Company
- 4) Obligation to Customers
- 5) Ethics = Professionalism

202. Ethics & Conduct

202A. Ethics & Conduct



202B. High Standards for Ethics & Integrity

- 1) Verbal and Written Conduct
 - a) Defamation
 - Libel
 - Slander
- 2) High Standards Apply to All Employees
- 3) Conflicts of Interest
- 4) Prohibition Against Harassment
- 5) Equal Opportunity Employment

202C. Objectives for Acceptable Behavior

202D. Establishing a Benchmark for Self-Evaluation

202E. A Recourse for Behavior and Decision Making

202F. Vendor Relations

- 1) Gifts & Other Business Courtesies
- 2) Fair Competition & Antitrust Laws
- 3) Ethical Competition

202G. Anonymous Methods for Reporting a Violation

202H. Laws to Know

- 1) Employment Discrimination Laws
- 2) Sarbanes-Oxley
- 3) Federal Securities Act of 1933
- 4) Workplace Safety and Health Laws

202I. Confidentiality & Credibility

- 1) Protecting Company Information

203 What You Should Expect

203A. What You Should Expect

203B. What Are You Getting Yourself Into?

- 1) Job Description
- 2) Position Overview vs. Career Overview

203C. Goal Setting

- 1) How You Will Be Measured

203D. Performance Reviews



203E. Career Opportunities

- 1) Overview
- 2) Level of Commitment

203F. Basic Benefits

203G. Accepting Constructive Assessment

- 1) Positive Assessment
- 2) Negative Assessment

203H. Effective Preparation

- 1) Skill
- 2) Knowledge
 - a) Gathering the Information
 - b) Learn the Basics
 - c) Learn the Language
- 3) Ability

204. Career Growth

204A. Career Growth

204B. Environment for Professional Growth

204C. Continuing Education

204D. Industry Interaction

- 1) Professional Associations
- 2) Industry Certifications & Accreditations

204E. Support Structure for Guidance

204F. Networking

204G. Mentoring

- 1) Mentoring Beyond Loss Prevention

204H. Work / Life Balance

204I. Opportunities in the Field

205. Communications Skills

205A. Communication Skills



205B. The Art of Listening

- 1) Listening to Understand
 - a) Active Listening – Paraphrasing
 - b) Active Listening – Mirroring
 - c) Active Listening – Clarifying

205C. Effectively Convey your Message

- 1) Verbal Skills
 - a) Focus on the Positive

205D. Nonverbal Skills

205E. Building rapport

- 1) Mirroring

205F. Sensitivity in Communication

- 1) Internal Dialogue
- 2) The Power of Reasoning
- 3) Achieving Cooperation
- 4) Handling Interruptions

205G. Communication Sensitivity for Loss Prevention

- 1) Cultural Sensitivity
- 2) The Positive Dynamics of Conflict

205H. Written Communication

205I. Using Email

- 1) Death by Email

205J. Text Messaging Etiquette

205K. Speaking in Front Of Groups

- 1) The Presentation of YOU
- 2) Making Presentations

206. Building Relationships

206A. Building Relationships

206B. Influencing Skills

206C. Internal Customers

206D. External Business Relationships



206E. Communication Expectations & Frequency

- 1) Style of Delivery and Method of Speaking
- 2) Content of the Message
- 3) Timing of the Message and the Frequency of the Delivery
- 4) Form of Communication
- 5) Skill Sets

206F. Developing a Mutual Understanding

206G. Effective Collaboration

- 1) Understanding Partner Needs

206H. Achieve Results

206I. Wearing Different Hats

- 1) Roles

206J. Dealing with Difficult People

- 1) Identifying & Removing Barriers

207. Diversity

207A. Diversity

207B. Acceptance in the Workplace

- 1) Inclusion
- 2) Benefits of Workplace Diversity
- 3) Establishing a Successful Diversity Program

207C. Cultural Sensitivity

- 1) Cross-Cultural Understanding

207D. Perception and Biases

207E. Professionalism - A Skilled Approach

208. Harassment Awareness

208A. Harassment Awareness

208B. Why the Rules Exist

208C. Your Rights & Responsibilities



208D. Defining Harassment

- 1) Sexual Harassment
 - a) Quid Pro Quo
 - b) Hostile Work Environment

208E. Common Myths About Sexual Harassment

208F. Behaviors In The Workplace

- 1) Sexual Harassment
 - a) Gestures
 - b) Verbal Behaviors
 - c) Physical Behaviors
 - d) Environment
- 2) Other Forms of Harassment
 - a) Racial Harassment
 - b) Religious Harassment
 - c) Age Harassment
 - d) Sexual Orientation
 - e) Disability Harassment

208G. What to Do About Harassment

- 1) Direct Confrontation
- 2) Responsibilities of Reporting
- 3) Addressing the Complaint

209. Conflict Resolution

209A. Conflict Resolution

209B. The Positive Dynamics of Conflict

209C. Understanding Conflicts

- 1) Types of Conflict
 - a) Conflicts of Personality & Style
 - b) Conflicts of Interpretation
 - c) Conflicts of Implementation & Practice
- 2) The Ways That We Respond to Conflict
 - a) Competition
 - b) Accommodation
 - c) Avoidance
 - d) Compromise
 - e) Collaboration
- 3) Constructive vs. Destructive Conflicts

209D. Constructively Managing Conflicts



- 1) What Factors Influence How We Respond to Conflict?
- 2) Selecting a Conflict Management Style
- 3) Successful Negotiation

209E. Managing Disruptive Behavior

- 1) De-escalation

209F. The Value of Effective Compromise

209G. An Appropriate Resolution

209H. Mediation



LPQualified Certification Program

Course 3 - Loss Prevention Basics & Tools

301. Vocabulary & Terminology

301A. Retail Environment Terms

301B. General Loss Prevention Terms

301C. Legal Terminology

301D. Courtroom Terminology

302. External Theft

302A. External Theft

302B. Why Take the Risk?

- 1) Motivation to Steal

302C. Investigation Basics

- 1) Purpose
- 2) Principles
- 3) When to Investigate
- 4) Communication
- 5) Documentation
- 6) Disposition

302D. Know Your Customers

- 1) Patterns

302E. Vendor Theft

- 1) Grocery
- 2) Other Retail/Vendor Relationships
- 3) Common Vendor Theft Strategies

302F. Common Types of Theft

- 1) Accomplice
- 2) Fitting Rooms
 - a) Apprehensions
 - b) Preventative Measures
- 3) Restrooms



- 4) Organized Retail Crime
 - a) U.S. Law
 - b) Cyber Crimes
 - c) Sophisticated Networks
- 5) Consumption

302G. Prevention and Apprehension

- 1) Prevention
- 2) Apprehension

302H. When Collusion Occurs

302I. Enhanced Observation Skills

- 1) Behaviors
 - a) Nervousness
 - b) Eye Movements
 - c) Selecting Merchandise
 - d) Avoidance
 - e) Blocking
 - f) Dressed Out of Season
 - g) Suspicious Movements
 - h) Staging
- 2) Indicators
- 3) Means
 - a) Concealment Aids
 - b) Burglary Tools
- 4) Opportunity

302J. The Steps of the Apprehension Process

- 1) Entering the Area
- 2) Selecting Merchandise
- 3) Concealment of Merchandise
- 4) Continuous Observation
- 5) Exiting

302K. Apprehension Techniques

- 1) Making the Approach
 - a) Physical Approach
 - b) Verbal Approach
 - c) Safety
- 2) Using Back-Up
- 3) Verbal Commands
- 4) The Escort
 - a) Without Back-up
 - a) With Back-up



5) Search Considerations

302L. Use of Force

- 1) Defining the Use of Force
 - a) What is Considered Reasonable?
 - b) What is Considered Excessive?
- 2) Assessing a Confrontation
 - a) Safety
 - b) Location of the Apprehension
 - c) Listening Skills
- 3) Approach to Confrontation
 - a) Physical Approach
 - b) Verbal Approach
- 4) Handcuffs

302M. Post Apprehension Procedures & Concepts

- 1) Report Writing
 - a) Accessibility to Reports
 - b) Report Content
- 2) Record Keeping
- 3) Evidence Handling
- 4) Recovery
- 5) Chain of Custody
 - a) Tagging and Bagging Evidence
 - b) Storing Evidence
 - c) Safeguarding Evidence

303. Internal Theft

303A. Internal Theft

303B. Why Take the Risk?

- 1) The Motivation to Steal
 - a) Personal Finances
 - b) Dependencies
 - c) Peer Pressure
 - d) Sweet-hearting
 - e) Coerced
 - f) Won't Get in Trouble
 - g) "They Owe Me"

303C. Investigation Basics

- 1) Purpose
- 2) Principles
- 3) When to Investigate



- 4) Communication
- 5) Documentation
- 6) Disposition

303D. Types of Theft

- 1) Merchandise Theft
- 2) Perishables
 - a) Consumption/Grazing
- 3) Cash & Cash Equivalents
- 4) Equipment Theft
- 5) Theft of Services

303E. Methods of Theft

- 1) Pass-Off
- 2) Refund Fraud
- 3) Collusion
- 4) Credit Fraud
- 5) Cash Theft
- 6) Theft of Merchandise

303F. Internal Indicators

303G. Observation Skills

- 1) Internal Behaviors

303H. Methods of Investigation

- 1) Exception Reporting
- 2) CCTV
- 3) Tips or Hotlines
- 4) Observations
- 5) Procedures
- 6) EAS
- 7) Detectives

303I. Post Apprehension Procedures & Concepts

- 1) Report Writing
- 2) Record Keeping
- 3) Evidence Handling
 - a) The Chain of Custody

304. Interviewing as a Tool

304A. Interviewing as a Tool

304B. Interviewing Concepts



- 1) Policies, Procedures and Company Guidelines

304C. Preparation

- 1) Setting Goals

304D. Understanding the Interview Process

- 1) Establishing Rapport
- 2) The Interview Setting
- 3) The Timing of the Interview

304E. Types of Interviews

- 1) The Informational Interview
- 2) The Accusatory Interview and Interrogation

304F. Types of Evidence

304G. Admission or Confession?

304H. Types of Interrogations

- 1) General Loss
- 2) Specific Issue
- 3) Factual Approach
- 4) Emotional Approach
- 5) Non-confrontational WZ Method

304I. Documentation

- 1) Statements
- 2) Narrative
- 3) Question and Answer
- 4) Pre-Printed Forms
- 5) The Structure of the Statement
- 6) Report Writing

304J. Formal Training Opportunities

- 1) Mentoring Programs
- 2) Company Training Program
- 3) External Training
- 4) Certified Forensic Interviewer

305. Civil Recovery, Restitution, & Restorative Justice Programs

305A. Civil Recovery

- 1) Laws That Make Sense
- 2) The Law



- 3) The Scope
- 4) The Process
 - a) Documentation
 - b) Proceedings
- 5) Methods of Collection
 - a) Internal
 - b) 3rd Party

305B. Restitution

- 1) Laws That Make Sense
- 2) The Law
- 3) The Scope
- 4) The Process
 - a) Documentation
 - b) Proceedings
- 5) Methods of Collection
 - a) Internal
 - b) 3rd Party

305C. Restorative Justice Programs

- 1) Training Retailers on the Program

306. Courtroom Procedures

306A. Courtroom Procedures

306B. Why Are You Going to Court?

- 1) Summons & Subpoena
 - a) Summons
 - b) Subpoena

306C. Proper Preparation for Court

- 1) Complete Case File
- 2) Evidence and Chain of Custody
- 3) Practice Your Delivery
- 4) Coordinate with Prosecutor & Law Enforcement:

306D. Personal Appearance

306E. Behavior and Etiquette

306F. Civil vs. Criminal Proceedings

- 1) Criminal Proceedings
- 2) Civil Proceedings



306G. Identifying Courtroom Personnel

- 1) Judge
- 2) Attorney
- 3) Court Clerk
- 4) Court Reporter
- 5) Bailiff
- 6) Jury

306H. Courtroom Layout

306I. Testifying

306J. Interacting with Courtroom Personnel

306K. Depositions

- 1) Criminal Procedures
- 2) Civil Procedures

306L. Possible Outcomes

- 1) Criminal Proceedings
- 2) Civil Proceedings

306M. Courtroom Definitions:

307. Physical Security

307A. Physical Security

307B. The Importance of Protecting Your Assets

307C. Opening/Closing Procedures

- 1) General Opening Procedures
 - a) Visual Perimeter Inspection
 - b) Entering the Store
 - c) Keep the Doors Locked!
 - d) Perimeter Alarms
 - e) Inspection of Overnight Associates
- 2) Closing Procedures
 - a) Customer Management
 - b) Closing Registers
 - c) Associate Departure
 - d) Night Crews
 - e) Securing the Building

307D. Alarm Systems / Access Control



- 1) Alarm Reports
- 2) Alarm Tests

307E. Closed Circuit Television (CCTV) Systems

- 1) Types & Terms
 - a) System Basics

307F. Merchandise Protection

- 1) Electronic Article Surveillance (EAS)
- 2) Cages & Lock Ups
- 3) High Value Merchandise
 - a) Fine Jewelry
 - b) Electronics
 - c) Health & Beauty / Perfume / Cosmetics Area
 - d) Video Games

307G. Armored Pickup

307H. Safes & Cash Handling

307I. Keys & Cores

307J. Receiving & Trailer Seals

- 1) Trailer Seals
- 2) Global Positioning Systems (GPS)
- 3) Fifth Wheel Locks
- 4) Receiving Door Controls

307K. Uniformed Guards

307L. Fire Protection

- 1) Fire Alarm Systems
- 2) Sprinkler Systems
- 3) Emergency Exits, Signs, & Lighting
- 4) Fire Prevention Plans

307M. Panic Hardware

307N. External Security

- 1) Door & Window Gates
- 2) Roof Access
- 3) Concrete Barriers
- 4) Lighting
- 5) Reinforced Glass
- 6) Reinforcing Dock Doors



- 7) External Camera Systems

308. Crisis Management & Emergency Response

308A Crisis Management & Emergency Response

308B. Store Personnel Responsibilities

- 1) Scene Command

308C. Plans & Emergency Procedures

308D. Media Relations

308E. Emergency Situations (Man-made & Natural Hazards)

- 1) Natural Disasters & Weather
 - a) Earthquake
 - b) Floods
 - c) Hurricanes
 - d) Tornadoes
 - e) Severe Winter Storms
- 2) Fire
- 3) Code Adam (Missing child)
- 4) Burglary / Robbery
 - a) Burglary
 - b) Robbery
- 5) Civil Unrest
- 6) Workplace Violence
 - a) Types of Violence Incidents
 - b) Mitigating Risk
 - c) Employee Awareness

309. Auditing

308A. Compliance to Standards

308B. Types of Audits

- 1) Safety Audits
- 2) Security Audits
- 3) Inventory Audits
- 4) Operational Audits
 - a) Receiving Audits
 - b) Cash Office / Safe Audits
 - c) Human Resources Audits
 - d) Tagging / Cabling Compliance Audits
- 5) Point of Sale Audits



- 6) Shrinkage & Risk Mitigation
- 7) Vendor Audits

308C. Tools and Methods

308D. Analysis & Prevention

- 1) How Audits Are Used

310. Employment Screening

310A. Purpose & Scope of Programs

- 1) Actual vs. Perceived Benefit
 - a) Integrity Tests
 - b) Personality Tests
 - c) Alternative Search Resources
- 2) Actual vs. Perceived Drawbacks

310B. Types of Employment Screening

- 1) 3rd Party Screening Methods
- 2) Drug Screening Methods
- 3) Background/Criminal Checks

310C. Promotional Screening