

The ***Solutions' Insider***



Loss Prevention Solutions...

*"Out of this nettle danger we pluck this flower,
safety."*

- William Shakespeare



Reducing Liability

Important tips for reducing Liability:

- Never leave ladders or step-stools unattended in the sales floor.
- Never leave a spill unattended
- Stop customers from climbing on shelves
- If there's an accident, provide immediate assistance, but do not admit fault
- Do not accuse customers of theft or wrong doing, instead, provide them with superior customer service
- Continuously work to identify and eliminate risks

Every year, retail and hospitality companies lose millions of dollars to liability through claims and lawsuits. Much of these losses can be avoided provided that employees take time to understand and identify the liability risks embedded in their business.

But what is liability and how can it be reduced, or better yet, avoided altogether? In terms of most business enterprises, liability is defined as a financial obligation, responsibility or debt. The type of liability that we're specifically referring to is in terms of lost dollars resulting from claims and lawsuits, so the pressing ques-

tion is how to avoid it.

For example, several years ago a retail company lost a lawsuit which resulted from simple carelessness. Upon entering the store, a customer slipped and fell over a small hand-cart that was left by a careless employee. Upon conducting the follow up interviews with the employees working that day, the investigation revealed that many of them saw the cart, yet none made an effort to remove it.

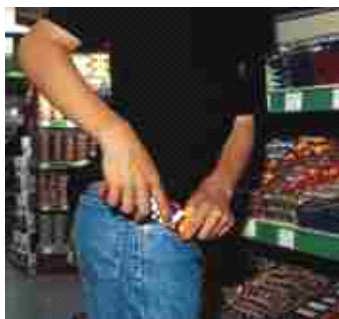
Just think about it, had but one employee taken time to secure the hand-cart, their store would have enjoyed more than fifty-thousand additional dollars in bottom-

line profit.

So what are some easy ways to reduce liability in your store? For starters, be responsible, don't assume someone else will take care of a problem. Do not leave ladders or step stools unattended on the sales floor, and be sure to remove any that you do see. Be certain to immediately clean up any spills, and always leave someone to guard one. If there is an accident, call for a manager; provide immediate assistance, but do not admit guilt.

See your manager if you have any questions, but always be thinking of ways to reduce liability in your store.

From a theft Standpoint



As is the case with liability resulting from accidents and injuries, careless words or actions can also place your store in possible liability.

Anyone who works in a retail environment understands the threat posed by shoplifters, but, often times, we can take a bad situation and make it much worse. Collectively, retail companies lose millions every year

to false accusations, false imprisonment or mishandling of shoplifters.

If you experience a situation where you directly observe a customer attempting to steal merchandise, there isn't any need to attempt to accuse or to make an apprehension. All that is required is to provide superior customer service.

If you observe a customer stealing or attempting to steal, simply walk up and ask them if they need assistance. Stay with them and the customer will most likely drop any items in their possession and leave the store.

So as you can see, it is a much better way to handle a possible theft, and it also prevents a confrontation with a guest.