

THE SOLUTIONS' INSIDER

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RECOGNIZING DISHONEST BEHAVIORS...

For many of us, autumn usually brings about thoughts of family and the upcoming holidays. However, for some, this time of year brings increased financial pressure and worries. This situation is exacerbated if one works in an environment that provides easy access to money or merchandise.

A retail store is just such an environment. As most of us are aware, over 50% of financial losses attributed to shrink are a result of internal theft. That's right, retail employees take over \$15 billion annually from their employers. However, as concerned employees, we do not have to accept this. Internal theft destroys

your store's profits and its morale. This month's issue of the *Solutions' Insider* deals with learning to recognize the signs of dishonest behavior, and how to prevent it once you have.

Theft behaviors manifest themselves early on, and learning their signs is just the first part. Do any of your coworkers exhibit signs of gambling, substance abuse, spending or other compulsive behaviors? Has he or she had numerous cash variances, customer complaints or not handing out receipts? If so, these could be signs, and you should speak with your manager, or call the hotline to anonymously report any possible thefts.

Reporting theft to the appropriate personnel is important for several reasons. One, it helps your store to become more profitable and, let's face it, a better place to work. Two, handling internal theft situations requires a careful investigation and confidentiality.

So just remember, when theft occurs in your store, it hurts everyone: from you to your coworkers all the way to your customers. So if you have been observing the signs of possible theft or have directly observed a theft, do yourself and your store a favor; talk to your manager or someone from loss prevention today; it's anonymous and confidential.



IF YOU SUSPECT OR WITNESS INTERNAL THEFT:

- Notify your manager, District Manager or Loss Prevention.
- Call the anonymous toll free hotline.
- Be discreet; don't talk about your observations to anyone other than management or Loss Prevention.
- Remember, internal losses hurt the company, the customers and you!

Hotline: (800) 581-1400

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