



Policy & Procedure

Title	Loss Prevention 05 - Personal Items & Bag Inspections
Purpose	This policy outlines the procedures for inspecting personal items to reduce risk of loss and ensure accountability. These inspections support a secure store environment while maintaining consistency, professionalism, and respect for all individuals involved.
Who Does This Impact	Campus Head Coach Head Coach Assistant Coach Coach in Training Team Captains Teammates Field Leaders Corporate Team Members Contractors, Vendors, and Third-Party Servicers
Definitions	Personal Items: Any items brought into or out of the store by an individual, including handbags, backpacks, jackets, packages, parcels, purchases, or any other possessions. Inspection: A visual review of personal items conducted by an authorized individual to ensure company merchandise has not been removed without purchase.
General Policy	• To reduce risk of loss, all personal items brought into or out of the store are subject to inspection. • Rally House encourages team members to limit personal items brought into the store when possible. • All team members are subject to inspection before leaving the store, including breaks, meal breaks, and end of shift. • All team members must notify a Leader on Duty every time they exit the store. • Refusal to comply with inspection procedures may result in disciplinary action, up to and including termination.
Authorized Persons to Conduct Inspection	• Only the following individuals may perform inspections: ○ Store Leadership (Team Captain and above) ○ District Managers ○ Regional Directors ○ Corporate Team Members ○ Loss Prevention



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Inspection Expectations

- Inspections are conducted on the clock.
- Inspections are completed in a timely and professional manner.
- Team Members have personal items ready for inspection before leaving the store.

What is Inspected

- All personal items brought into or out of the store, including:
 - Handbags
 - Backpacks
 - Jackets
 - Packages or parcels
 - Purchases made in-store
 - Items brought in from other stores
 - Clear bags
- If a jacket is worn, the team member will be asked to remove it for inspection.
- Team Members are not to bring items they are unwilling to have inspected.
 - Personal medical items, including prescription medication, should be treated as private and not subject to inspection.

When Inspections Occur

- Inspections are required anytime any Team Member exits the store.
 - Team Members must notify a shift leader prior to exiting the store.

Where Inspections Occur

- Inspections must take place:
 - At the front door or register area.
 - Under the camera view.

How to Conduct an Inspection

- Team Member presents personal items and requests inspection.
- The individual conducting the inspection:
 - May ask the team member to open all compartments.
 - May ask the team member to remove or lift items for visibility.
 - Do **not** physically touch, take or handle bags or personal items.

Contractors & 3rd Party Visitors

- Visitors entering the backroom are subject to inspection prior to exiting.
- Includes:
 - Contractors
 - Vendors
 - Technicians
 - Third-party service providers
- Visitors to notify a shift leader prior to exiting.
- The following are not subject to inspection unless directed by Corporate:
 - Delivery drivers (UPS, FedEx, USPS)
 - Law enforcement



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	○ Mall security • If a visitor refuses inspection: ○ Email Loss Prevention at lossprevention@rallyhouse.com. Provide any information known, like store name, store number, shift leader that attempted the inspection, vendor name, individuals name, date and time of the incident.
Handling an Item Found During Inspection	If Items Are Found (Team Members) • If Rally House merchandise is found without proof of purchase: ○ Ask when and where the item was obtained. ○ Secure the item under camera view at the cash wrap until verification. • Attempt to verify purchases within 24 hours. • If purchase cannot be verified: ○ Email lossprevention@rallyhouse.com for next steps • If theft is admitted: ○ Contact the Director of Loss Prevention immediately at (913) 856-9125. If Items Are Found (Visitors) • Document the following in an email to Loss Prevention: ○ Name of individual ○ Company represented ○ Description of item • Return the item to the individual. • Email lossprevention@rallyhouse.com after they leave the store for further instruction.