



Policy & Procedure

Title	Loss Prevention 08 - Law Enforcement & Mall Security
Purpose	This policy outlines guidelines for interacting with law enforcement and mall security to ensure the safety of team members and guests while minimizing risk to the business. Proper communication and escalation help prevent unnecessary exposure to liability and ensure situations are handled appropriately.
Who Does This Impact	Campus Head Coach Head Coach Assistant Coach Coach in Training Team Captains Teammates Field Leaders
Definitions	Law Enforcement: Local police or emergency responders contacted for incidents involving safety threats, criminal activity, or emergencies. Mall Security: Security personnel responsible for safety and operations within mall locations. Flash Mob: Large group enters the store at once, quickly takes product and leaves before anyone can safely respond.
General Expectations	• Safety of team members and guests is always the priority. • If safety is at risk, call 911 immediately. ◦ Notify District Manager and Director of Loss Prevention at 913-856-9125 as soon as it is safe to do so. • If there is no immediate safety concern, follow policy and partner with leadership before contacting external parties. • Always prioritize safety over product recovery. • Follow directions from Loss Prevention and Field Leaders. • Maintain professionalism and avoid escalation in all situations.
Law Enforcement Response	• Call 911 immediately if safety is in jeopardy. • Any situation where a team member or guest feels threatened is considered an emergency. • No amount of merchandise is worth risking safety. • Examples include: ◦ Threats to harm individuals or damage property.



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- Verbal threats toward team members or guests.
 - Flash Mobs.
 - Display or mention of a weapon.
 - Violent or aggressive behavior.
 - Threats against the store (e.g., bomb threat, fire threat).
 - Active damage to fixtures or forced entry.
 - When directed by Loss Prevention.
 - When a customer requests to speak with law enforcement.
- When calling 911:
 - Be specific about why you are calling.
 - Provide details of the situation and level of threat.
 - Identify if weapons are involved.
 - Confirm whether the individual is still in the store.
- When law enforcement arrives:
 - Provide a statement if requested.
 - Provide required contact information.
- Collect and document incident in [NetSuite](#):
 - Officer name
 - Badge number
 - Police report number

Law Enforcement Restrictions

- Non-emergency situations require District Manager approval before contacting law enforcement.
- Examples include:
 - Suspected shoplifting with no safety concern.
 - Guest reports of theft without threat.
 - Cash handling errors or scams without escalation.
- Do **not** contact law enforcement for:
 - General store walkthroughs.
 - Preventative presence for suspected theft.

District Manager Approval Direction

- District Manager approval is required before contacting law enforcement for any non-emergency situation.
- Before approving police contact, District Managers must determine:
 - Has the shoplifting incident been verified through observation, available video, or other supporting facts?
 - Was the theft amount greater than \$500?
 - Has the store preserved relevant information, including date, time, merchandise involved, suspect description, and available video?
- If, after asking these questions, the District Manager confirms a shoplifting incident occurred that was over \$500; the store should contact the local **non-emergency police**



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	number to report the incident. If there is any uncertainty, District Managers should not authorize the store team to contact police • If approved, the store must document the reason for contact, approving District Manager, and any officer or report information in NetSuite. Do not communicate with law enforcement in non-emergency situations without approval, including: ○ Phone calls ○ Emails ○ Text messages ○ In-person conversations ○ Mobile applications • Requests for media, video footage, or video review must be submitted to lossprevention@rallyhouse.com and approved by the Director of Loss Prevention.
Mall Security Guidelines	• Team members should still call 911 if safety is in jeopardy, even in mall locations. • Mall security may be used as a support resource when appropriate. • Mall security can assist with: ○ Maintenance issues (e.g., leaks, facility concerns). ○ Escorting team members to their vehicles if they feel unsafe. ○ Situations directed by Loss Prevention. • Do not contact mall security without District Manager approval for: ○ Suspected or confirmed theft. ○ General store walkthroughs or monitoring.