



Policy & Procedure

Title	Loss Prevention 09 - Acting as a Witness During a Loss Prevention Investigation
Purpose	This policy outlines the expectations and procedures for individuals acting as a witness during an internal Loss Prevention investigation. A witness observes the interaction between Loss Prevention and a Team Member to ensure accuracy, accountability, and adherence to company standards. Following this policy helps protect company assets, support consistent investigative practices, and minimize risk related to safety, compliance, and liability.
Who Does This Impact	Head Coach District Manager
Definitions	Witness: An authorized individual who is present during an internal Loss Prevention conversation to observe all interactions and support the integrity of the investigation. Internal Loss Prevention Conversation: A conversation led by Loss Prevention with a Team Member regarding a potential policy violation or investigation. Employee Relations: The HQ partner responsible for reviewing investigation findings and recommending appropriate next steps, including any employment-related action. Need-to-Know Basis: Sharing information only with authorized individuals who require it to perform their role in the investigation or follow-up process.
Witness Requirements & Guidelines	• Loss Prevention will inform the Head Coach and District Manager when a witness is required. • Only Store Leadership, District Managers, and Regional Directors may act as witnesses for internal Loss Prevention conversations. • Witness responsibilities: ○ Remain present for the entire conversation ○ Stay calm, neutral, and professional always. ○ Do not speak unless directed by Loss Prevention. ○ Do not share opinions, reactions, or commentary. ○ Do not record audio or video or take photos. ○ Take notes only if directed by Loss Prevention.
Interaction Guidelines	• If Loss Prevention exits the room, only neutral conversation is permitted. • Do not discuss investigation details or possible outcomes. • If the Team Member makes a relevant statement while Loss Prevention is not present, document it and do not engage.



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Conduct Expectations & Confidentiality	• Always remain objective and professional. • Do not reprimand, lecture, belittle, or intimidate the Team Member. • Do not allow bias, stereotypes, or inappropriate conduct to affect behavior. • Share information only with authorized individuals on a need-to-know basis. • Do not discuss the investigation with unauthorized Team Members or other individuals.
Post Interview	• Loss Prevention will contact Employee Relations, who will review the facts and recommend the next appropriate steps. • No disciplinary action or an adverse employment-related action, including, termination, or demotion, should be taken against a Team Member unless directed by Employee Relations. ○ If merchandise or cash theft is confirmed, Loss Prevention will suspend Team Member, pending the outcome of the investigation with Employee Relations. • Store Leadership executes the appropriate next steps as instructed by their supervisor following alignment with Employee Relations. • Employee Relations will provide the proper terminology and conversation guidance to be used with Team Members in the event of suspension or separation. • Retaliation against any individual involved in the investigation is prohibited and may result in disciplinary action, up to and including termination.