



Policy & Procedure

Title	Loss Prevention 12 - Burglary and Robbery
Purpose	This policy outlines the procedures for responding to robbery and burglary situations to ensure the safety of Team Members and guests. These situations require immediate awareness, controlled response, and coordination with Operations Leadership, Loss Prevention, and law enforcement to minimize risk and support proper follow-up.
Who Does This Impact	Campus Head Coach Head Coach Assistant Coach Coach in Training Team Captains Teammates Field Leaders
Definitions	Robbery: The unlawful taking of property from a person or place by force or threat of force. Burglary: Breaking and entering a building with the intent of committing a crime, typically when the store is closed.
General Safety Expectations	• Safety of Team Members and guests is always the priority, not merchandise or cash. • Follow all directions from leadership and law enforcement. • Do not take actions that increase risk or escalate the situation. • Report all incidents in NetSuite when safe to do so.
Leadership Expectations	• Ensure Team Members are trained in robbery and burglary procedures. • Maintain accurate contact information for Team Members in Workday • Communicate with Field Leaders, Loss Prevention, Corporate, and Mall Management as needed. • Assess the situation and determine the next steps in partnership with Field Leaders and Loss Prevention. • Coordinate store closure, delay, or reopening as needed.
Robbery Response	During a robbery: • Remain calm and do not resist. • Comply with all demands without hesitation. • Inform the individual before making any movements (<i>e.g., "I am reaching into the drawer"</i>). • Do not offer more than is requested. • If applicable, notify the individual of others in the store to avoid sudden interactions. • Make mental notes of: ○ Physical characteristics (e.g., height, build, clothing, distinguishing features)



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- Weapon type, if present
- Vehicle information if visible from inside the store

After a robbery:

- Call 911 immediately.
- Provide all known details to law enforcement.
- Write down all observations while the details are still fresh.
- A member of Leadership must:
 - Notify the District Manager
 - Notify the Director of Loss Prevention at **(913) 856-9125**
 - Follow directions on the next steps.
 - Submit a Loss Prevention incident in [NetSuite](#) to document the loss including:
 - Count and record cash totals from each register.
 - Complete a register and safe audit.
 - Police information
 - Responding officer name
 - Badge #
 - Police report #
 - Time of call
 - Identify stolen items and take photos of any damage. Photos and any additional evidence/documents can be uploaded to the NetSuite incident report under "Files"

Prohibited actions during a robbery:

- Do not lock the individual in the store.
- Do not block their path.
- Do not follow the individual under any circumstances.
- Do not attempt to physically intervene or retrieve items.

After Hours Alarm Notifications

When the alarm company contacts store leadership after hours, it may indicate a potential burglary, attempted entry, or false alarm. This situation requires immediate awareness, information gathering, and coordination with law enforcement and leadership before any action is taken.

- Confirm the following details with the alarm company:
 - Which zone(s) were triggered.
 - Type of sensor activated (motion, door, glass break, etc.)
 - Whether video verification was attempted.
 - Whether law enforcement has been dispatched.
- Document the incident in [NetSuite](#) if burglary is confirmed following the same format referenced above.

Immediate notification & next steps

- Immediately notify:
 - District Manager



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- Director of Loss Prevention notified if confirmed burglary has occurred via phone call **(913) 289-5457**
- Follow directions from Loss Prevention or Field Leaders regarding:
 - Whether to respond to the store.
 - Whether to wait until daylight for a site inspection.
- If directed to respond:
 - Proceed to the store and assess the exterior for signs of forced entry.
 - Do not enter the store if there are signs of burglary.
 - Wait for law enforcement if applicable.

Facilities Coordination

After assessing the situation, notify Emergency Support at 1-888-397-0150 and submit an EcoTrak case to address:

- Broken windows requiring board-up
 - Damaged doors or locks
 - Breach of backdoor or entry points will provide directions on the next steps for securing and repairing the building.

Burglary Response

If Burglary is Suspected

- Do not enter the store if signs of forced entry are present.
- If you are all already inside, exit immediately.
- Call 911
- Notify the District Manager
- Notify the Director of Loss Prevention via phone at **(913) 856-9125**.
- Remain outside and wait for law enforcement.

Signs of Burglary

When approaching the store, look for:

- Broken windows
- Damaged or forced locks
- Damaged doors
- Damaged fixtures

After Law Enforcement Clears the Store

- Submit a Loss Prevention incident in [NetSuite](#), which will include:
- Assess and document:
 - Review camera footage to identify affected areas.
 - Create a list of stolen or damaged items.
 - Take photos of all damages to be uploaded to "Files".
- Police officer details
 - Name
 - Police Report #
 - Badge #
- Notify Facilities of any building or fixture damage



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- Facilities will provide directions on the next steps for securing and repairing the building.
- Partner with Field Leaders to determine:
 - Store opening status
 - Any delays or closures
- Notifying Team Members of any changes to store operations.

After an Incident

- Follow all directions from Loss Prevention and Field Leaders.
 - Do not reopen the store until it is safe and secure.
 - Ensure all incidents, damages, and actions are documented in [NetSuite](#).
 - Maintain communication with all required partners throughout the process.
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