



Policy & Procedure

Title	Loss Prevention 14 – Key Control
Purpose	This policy outlines the procedures and expectations for the secure control, accountability, and proper use of all store keys. These guidelines are designed to protect company assets, team members, and guests while reducing the risk of theft, shrink, loss, or unauthorized access.
Who Does This Impact	Campus Head Coach Head Coach Assistant Coach Coach in Training Team Captains Teammates Field Leaders
Definitions	Duplication: The act of creating, copying, or reproducing an existing store key, including physical or electronic keys, through any authorized or unauthorized method. Key duplication includes obtaining additional copies from a locksmith, hardware provider, or key-cutting device. Checked Out: The documented process of assigning a store key to an authorized store leader for business use, including recording accountability for the possession and return of the key.
Key Issuance & Authorization	• Keys are issued only to Team Members whose job responsibilities require them. • Key issuance is to be documented and approved by Store Management in accordance with Company guidelines. • Team Members may only possess the specific key(s) assigned to them for their role. • Keys issued to an individual Team Member may not be loaned, shared, exchanged, or transferred to another person under any circumstances. ○ Team Members who have been issued keys are responsible for always safeguarding them and for their whereabouts.
Key Possession	• Only authorized “checked out” keys may leave the building. • All other keys, including spare, master, fitting room, or door keys, are to always remain secured within the store’s lockbox and may not leave the premises for any reason.



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Key Duplication	• Team Members are strictly prohibited from duplicating, copying, photographing, scanning, or reproducing any company key. • This prohibition applies to all store keys, including door keys, fitting room keys, security system keys, register keys, and restricted area keys.
Fitting Room Keys	• Team Member fitting room keys are to remain attached to the Team Members's assigned lanyard while on duty. • Team Member lanyards may not be taken home and are to be kept in the designated storage pouches in the store • Stores may maintain up to 10 copies of the fitting room key for Team Member check-out purposes. • If additional fitting room key copies are needed, stores may obtain approved duplicates from a local hardware provider (e.g., Lowe's, Home Depot, etc.) and complete a Paid Out for reimbursement and expense tracking purposes.
Lost, Stolen, or Missing Keys	• Any lost, stolen, or unaccounted-for keys are to be reported immediately to Store Management and Loss Prevention at lossprevention@rallyhouse.com. • Loss Prevention will evaluate the incident to determine risk exposure, and whether lock replacement or rekeying is required. • The company reserves the right to pursue recovery of costs associated with lock replacement or rekeying when appropriate.
Key Return Upon Separation	• All issued keys are to be returned to Store Management immediately upon separation of employment, transfer, or role change. • Failure to return issued keys may result in corrective action and recovery of costs associated with lock replacement or rekeying.