



“MINIMISING THEFT BY STAFF” (4 HOURS)

Does your business or organisation experience any of these?

- Frequent and significant till shortages?
- Non reconciliation of banked money or petty cash?
- Unrestricted access by all team members to significant amounts of cash?
- Unrestricted access by all team members and suppliers to stock?
- Regularly losing stock but no customer is ever caught?
- A significant cash loss with only suspicions as to who was responsible?
- Loss of cash, pharmaceuticals or valuables from a safe?
- Loss of cash or belongings from team members' bags, wallets or purses?
- Team members who suspect that someone is stealing but don't know what to do?
- Team members who actually see goods being stolen by work colleagues but do not report it out of misguided loyalty?
- A lack of policies, procedures and practices that prevent or minimise the opportunity for internal theft?
- A culture of dishonesty?

Would you like a cost-effective solution to these problems?

Retail shrinkage is estimated to cost Australian retailers \$2.6 billion per annum, which represents 1.5% of total retail turnover (based on July 2002/2003 Australian Bureau of Statistics total retail turnover figure of \$174 billion). Based on international research, shrinkage attributable to employee theft could account for up to 50% of total shrinkage.

Theft of cash or goods profoundly impacts business profitability. Products have to be sold many times over to recover the loss of a single item or cash amount. Suspected or actual internal theft is also massively damaging to team morale and good customer service. The sense of betrayal and/or of mistrust of each other is very damaging to team relationships and takes the focus away from serving and satisfying customers.

"Minimising Theft by Staff" is a comprehensive and highly effective program that educates and empowers managers and supervisors in how to prevent and/or respond to suspected or actual internal theft. It is delivered by trainers who specialise in this field.

Topics covered include:

- Analysis of Types of Internal Theft and Methods
- Strategies for Prevention of Internal Theft of Cash and Goods
- Non Cash Procedures and Checks
- Dealing with Suspected and Proven Internal Theft

The program comes with a printed workbook and a complementary service to this program is:

- An **Internal Theft Audit** where an AW Security consultant examines your premises, practices and procedures to identify where improvements in these are required.