

ORT Loss Prevention Study Guide SA25

- 1. Robbery Procedure (Cash Handling Partners):** Partners on the Front End, Pharmacy, Restaurant, Business Center, and Cash Control must be able to articulate that if someone was attempting to perform a robbery, they would identify the subject, and hand over everything they want, including giving the subject access to the workspaces if directed.
- 2. Reporting Work Place Violence Situation (Managers/Leaders):** Manager should be able to talk through reporting it to a store leader, reporting it to HR and/or LP, submitting a tip on the hotline. Store Leader should state they would report it to HR or LP
- 3. Active Shooter Situation (All partners):** Partners should be able to articulate they will Run (get out of the store), Hide (barricade themselves in a space), Fight (defend themselves). Partner should also be aware of where the closest emergency exit is located: (Receiving, Produce, breakroom stairs on the right, and Curbside)
- 4. AED and Stop the Bleed Kit Location (All partners):** SA25's AED and Stop the Bleed kit are located in front of the ice merchandiser on Pharmacy entrance side (see below for reference of location). If direct pressure by gloved hand and gauze does not stop the bleeding, a tourniquet should be tied tight **ABOVE** the open wound.



- 5. Store Lockdown Procedure (All partners):**
 - All partners have the authority to lockdown the store
 - To lock the door, disable the automatic/Tormax toggle switch (top left corner of door frame) and then twist the door lock closed

- After locking the door, partners should notify the Service team to make announcements to move customers and partners away from the doors.
 - Do not open the door for anyone once a lockdown is in place
6. **Reporting Concerns of Internal Suspicious Activity (All partners):** Partners should report it to their Store Leader or through the Theft Hotline Process. Partners should know where the Theft Hotline poster is located (Our Poster is located on the left wall outside of the Admin Office) (See below for reference)



7. **Addressing concerns of Criminal and External suspicious activity (All partners):**
- Partners should provide details of reporting it to Department Manager or Store Leaders.
 - Department Managers/Store Leaders should state they would fill out an Auror report and anything serious would be reported to the ALPM or Central Station.
8. **Department Manager/Store Leader can access Ready HEB procedures**
- Partnernet App > Ready H-E-B (See below for reference)

