



National Retail Federation

NRF Women in Loss Prevention Call Recap, 11/7/06

Holiday “Hot” Topics: Safety and Mentoring

ORGANIZED RETAIL CRIME BEST PRACTICES:

Due to the sensitivity of this issue, only NRF Women in Loss Prevention Caucus members have access to the recap information. To join the Caucus, email brassed@nrf.com.

HOLIDAY SAFETY AND SECURITY CHECK-UP

Kendra Codrington
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Kendra began her presentation by reminding the Caucus that criminal activity increases around the holidays. The best way to reduce loss is to focus on

AWARENESS: Remind / Inform associates of...

- Latest trends and behaviors of quick change artists and shoplifters
- Parking lot safety
- Robbery prevention
- Fraud trends

TRAINING: Make sure associates are clear on...

- Proper cash handling
- Bag and coat check procedures
- Alarm procedures
- Open/closing procedures
- Emergency response procedures (stressed the importance of proper notification)

FACILITIES MANAGEMENT: Make sure your locations...

- Have safe parking lots
- Proper indoor/outdoor lighting
- Have “Visible” security
- Ensure your buildings are winterized re: plumbing/heating, etc.

COMMUNICATION: It’s your job to...

- Stay connected to local activity in the community (severe weather, criminal-at-large, etc.)
- Watch local news in the market and notify the Manager on Duty right away of any urgent issues as they arise
- Send FYI emails to the distribution listing (in a district) regarding regional threats
- Conduct conference calls with District Managers to communicate hot issues

MENTORING PROGRAM BEST PRACTICES:

Monica Trevino
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Monica began her presentation by stating that the Caucus received requests to share best practices regarding mentoring programs and shared the following are learnings from the National Women's Business Council regarding mentoring:

Mentoring is defined as a deliberate partnership between business professionals (whether trainer-to-trainee, mentor-to-protégé, or peer-to-peer) that is pursued to build the competencies that will grow an individual professionally.

There are three key effective practices for business mentoring

- Structure that includes a well-planned orientation with discussion of:
 - Expectations, goals (determine what both the mentor and mentee hope to gain from participation)
 - Time commitment (agree upon an achievable commitment that works for both parties)
 - Effective communication processes (this is more than your vehicle of communication, i.e., in person vs. e-mail, but also the mentors ability to listen, provide)
- Participants who are familiar with and embrace the concept of mentoring (willing parties are essential)
- Promotion that consists of both word-of-mouth and direct recruitment efforts

Mentoring Program Best Practices

- Effective mentor protégé matches (expertise as well as personalities should be considered)
- Well-planned participant orientation (don't wing it – develop a plan to suit both the mentor and mentees needs)
- Providing *guidelines* as opposed to *rules* (be open to what works for you)
- Time for relationship-building on both fronts as critical (begin by developing trust)
- Face to-face meetings between the mentor and protégé are critical to the relationship-building process (if possible, monthly coffees or lunch help build the relationship)
- Mentors, protégés and peers are encouraged to use email to complement face to-face interactions.
- Confidentiality and a lack of competitors create an open and safe environment
- Expel non-performing participants (don't waste time on individuals who aren't interested)
- Follow-up program evaluation through the use of exit surveys or informal verbal check-ins (this is something we will be revisiting)
- Using a seasoned facilitator "to keep participants honest," which increases their accountability

Those of you who are participating in the Women in LP Mentor Program will hopefully find these best practices useful and for those of you, who are not, hopefully you will think about participating!

YEAR IN REVIEW FROM CHAIRPERSON JOAN MANSON

Joan thanked Monica for her contribution to the call. She then reviewed the year with the group, reminding everyone of the Women in Loss Prevention Caucus Mission Statement:

“The Women in Loss Prevention Caucus is a forum that encourages women to network and learn from each other. Our purpose is to provide opportunity for empowerment through shared learning and mentoring, to support women in reaching their career goals.”

She then reviewed the accomplishments for the year:

- Hosted four conference calls, providing content based on survey results
 - The Power of Women
 - Helping Women Find a Voice and Place in Corporate America
 - Goal-Setting and Tools for Success
 - “Holiday Hot Topics” (ORC, Safety, Mentoring)
- Created Sub-Committees to add services, value and networking
- Created the Women’s Resource Center website, www.nrf.com/wrc
- Held a Women in Loss Prevention Breakfast at the Loss Prevention Conference
- Published a Networking Directory
- Expanded the Mentoring Program