

CONVENIENCE WEST / L.L.C.

Attention: To all Retailers who experience employee theft,

During my 30 years in retail the most frustrating and stressful part of my business is dealing with employees that steal. My methods have changed many times over the years but the attempted solution has been in the form of good management, excellent control systems and a quick finger on my "read my lips your fired" trigger when an employee is suspected of theft.

After dealing with several theft incidents during 2002, at one of our higher volume stores we continued to see inventory shrink and low margins in key areas. Conversations with my store manager were in the realm of "lets fire the whole crew and start over. During a similar conversation with another retailer he suggested we talk to a company he recently had success with, called Loss Prevention Group.

Sam Nicro owner of Loss Prevention Group and I had several conversations and my first question to myself was "what can he do that I can't". I hired Sam to find the answer to just that question and he came through. Sam interviewed 10 store employees and got 7 Signed confessions of theft. One of those confessions was for over \$,6000.00, and we are in the process of prosecuting this EX-employee.

We now subscribe to the Loss Prevention Groups monthly program and regularly send employees to their seminars on employee theft.

I would suggest the following:

1. If your employees are all honest and would never steal then you are OK (provided you can breath with your head in the **sand**)
2. If you suspect theft then hire Sam because he can do what you can't.
3. If you would like to prevent theft then utilize the Loss Prevention Groups secret shopper programs and send your employees to their seminars.

Sincerely,



Ron McPherson