

Craft warehouse®



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Potential Loss Prevention Group clients,

Craft Warehouse began working with Loss Prevention Group, in the summer of 2004. We have been utilizing LPG's "Be Alert Program," monthly secret shopper audits, in-store loss prevention agents, and internal investigations.

We credit LPG's "Be Alert Program" for a marked increase of employees reporting unusual or suspicious behavior of fellow employees. These leads have resulted in many investigations conducted by LPG. Remarkably, every investigation has led to admission of theft by one party or another! We don't feel that we have a high risk employee base considering the majority of our staff is working with us because of an interest in our merchandise and not as a primary source of income. Our turn-over rate is lower than retail's average. Yet in today's climate given an opportunity many will take advantage and steal merchandise or cash. With LPG's help we have prosecuted internal thefts of small and large amounts on a regular basis.

LPG provides Craft Warehouse with monthly audits and loss prevention agents in some locations. Most of the agents have been productive in reducing and apprehending shoplifters. This additional visibility LPG makes in our stores has added to our own efforts in the area of loss prevention.

We feel like we have received real value from LPG in all aspects of service they have provided for us. Personally, I am most appreciative of the interview services they provide when an issue arises. Issues of potential loss always seem to come at an inopportune time, and I would much rather spend more of my resources growing my business than trying to deal with the dishonest.

LPG has made a significant impact on helping detect, deter, investigate, and follow up with our loss prevention efforts. I highly recommend their services. Feel free to contact me.

Regards,
Rob Williams
Owner
Craft Warehouse