

## The Chain Link Theory of Loss Prevention



*"Your loss prevention program is only as strong as your weakest link"*

My career in Investigations and Loss Prevention began in the United States Army as a Military Police Investigator and later as a Physical Security Inspector before entering the private sector.

I was a Security Manager and Polygraph examiner with a large discount department store chain before moving into the convenience store industry.

If I learned anything in 30 years of experience in law enforcement, private security and retail operations it is these three things –

- A loss prevention program is like a chain. Each link in the chain represents your policies, controls, equipment systems, and everyone in the organization.
- Your program, in this case, your chain, is only as strong as your weakest link.
- The weakest link in that chain is always, without exception - people!

All of the pre-employment screening, training, fancy systems with the bells and whistles, the shrinkage committees, shipping and receiving policies and procedures, vendor controls, cash controls are only as good as the people we employ.

When we fail to train, supervise and inspect on a regular basis we are creating an environment that invites and sustains greater losses.



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