

Fitting Room Apprehension Policy



Fitting Rooms are particularly susceptible to shoplifting activity. Accordingly, AP personnel are the only associates authorized to make apprehensions for thefts occurring inside fitting rooms, provided that they strictly comply with the guidelines detailed in this procedure.

The necessity for periodic inspections of fitting rooms to control inventory and prevent damage to Bloomingtondale's merchandise is an important loss prevention function. It is imperative that reasonable control be exercised in efforts to protect Bloomingtondale's merchandise. The following practices or devices that could be used to view into a fitting room are expressly prohibited: (1) the use of any two-way mirrors, cameras, peep holes, air vents, or viewing by raised ceiling tiles; (2) any viewing platform or observation deck by which an individual could observe into a fitting room; or (3) the use of hand held mirrors for viewing.

PIECE COUNT and COLOR METHOD:

To effectively utilize the count and color method, AP must observe entry and selection of the merchandise pursuant to the 6 Step Policy, noting the exact color and count of individual items being brought into and out of the fitting room area.

- Two or more AP Detectives must conduct this type of surveillance.
- Continuous surveillance must be maintained through the combined surveillance efforts of the AP team.
- Observe the subject select the merchandise, keeping an accurate count of the individual pieces of merchandise. Track the merchandise by type, color and count.
- Verify that the Fitting Room that will be used by the subject is completely clean and clear of all merchandise BEFORE each observation. This inspection must be done by a certified Asset Protection Associate.(Gender Specific)
- When the subject exits the fitting room area, you must count the number of items that the subject brought out of the fitting room, and then personally check the fitting room area for any missing items from your original count.
- While checking the fitting room, search for price tags, broken anti-theft tags, merchandise layering, and hangers that may be concealed inside remaining merchandise, both inside and outside the fitting room stall. This includes the hang back bars. The search for hidden or discarded merchandise and/or evidence of theft must be completed before an apprehension can be made.
- **You may not make an apprehension if the count or control of the merchandise is lost at any time during the surveillance.**
- To make a Fitting Room apprehension you must satisfy the 6 Steps and you must be able to prove with reasonable certainty that a theft of merchandise has occurred.
- No apprehensions for theft of Fashion Jewelry merchandise are to be made in connection with fitting rooms.
- **The count and color method is only authorized method for making a fitting room apprehension. Direct observation into a closed fitting room stall is NOT PERMITTED.**

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If an apprehension cannot be made, you should contact a Sales Professional to provide outstanding Customer Service.

Detective/VSO Print Name: _____

Detective/VSO Signature: _____

APM Signature: _____

Date: _____