

Store Openers

1. Upon Discovering a Break-In

- If you notice signs of a break-in (e.g., broken glass, damaged doors, ransacked office), immediately retreat to your vehicle and get to a safe distance.
- Call **911** to report the incident.

2. After Contacting Police

- Notify the appropriate management immediately (MSD, AD, or RD).
- Do not re-enter the location until the police arrive and clear the building. Follow their instructions regarding safety and access.

3. While Police Are On-Site

- Allow the police to perform their duties, including taking photos or investigating before any cleanup begins.
- Provide assistance such as access to surveillance footage and relevant contact information.

4. Document the Scene

- Take clear photos of the general area, as well as damaged and broken items.
- Collect and retain any documentation provided by the police, including the **case number**, **officer's name**, **department**, and **badge number**.

5. Post-Investigation

- Once the police give the all-clear, begin cleanup to create a **safe and risk-free environment**. Prioritize reopening the business as soon as possible.
- Complete the **Burglary Information Form** found on the Safety page of the Intranet.
 - Include detailed information such as police reports, stolen/damaged items inventory, and any video evidence.
 - Seek assistance from upper management or Loss Prevention as needed.
- Submit maintenance requests for any damaged items or areas.

MSDs, ADs, & RDs

1. Upon Notification of a Break-In

- Notify Loss Prevention and other relevant stakeholders immediately.
- Ensure the safety of all employees and guests on-site and address any questions or concerns.
- Visit the location, if feasible, to offer support.

2. Follow-Up Responsibilities

- Confirm that the **Burglary Information Form** and all required maintenance requests are completed and submitted.
- Maintain communication with key departments to ensure the location can operate safely moving forward, including preparation for the following night.