

SOP: Loss Prevention and Security Protocols

This SOP details **loss prevention and security protocols** designed to protect company assets, prevent theft, and ensure a safe working environment. It includes guidelines for surveillance, access control, employee training, incident reporting, and emergency response, aiming to minimize financial losses and enhance overall security.

1. Purpose

To outline standardized procedures for minimizing loss, protecting assets, deterring theft, and ensuring the safety of all personnel and visitors.

2. Scope

This SOP applies to all employees, contractors, and visitors on company property, including all facilities, offices, and warehouses.

3. Responsibilities

- **Security Personnel:** Monitor surveillance, manage access, respond to incidents.
- **Managers/Supervisors:** Oversee staff compliance, arrange training, report suspicious activity.
- **All Employees:** Follow security protocols, report concerns, participate in training.

4. Surveillance Protocols

- Maintain 24/7 CCTV coverage in designated areas including entry/exit points, storage, and sales floors.
- Regularly inspect and maintain all surveillance equipment.
- Limit access to surveillance monitoring rooms to authorized personnel only.
- Store footage securely for a minimum of *30 days* or per local regulations.

5. Access Control

- Issue employee ID badges and require visible display at all times.
- Restrict access to sensitive areas via swipe cards, keys, or biometric systems.
- Maintain a log for all visitors and require escorts for non-employees.
- Regularly review and update access permissions.

6. Employee Training

- Conduct onboarding and annual security awareness training for all employees.
- Provide specific training on recognizing theft, fraud, and suspicious behavior.
- Educate staff on proper use of security equipment and emergency procedures.

7. Incident Reporting and Investigation

- Immediately report any theft, loss, or suspicious activity to a supervisor or security.
- Document incidents using the approved **Incident Report Form**.
- Security and management to investigate incidents promptly and preserve evidence.
- Review incident findings and, if necessary, update protocols.

8. Emergency Response

- Establish clear emergency contacts and communication channels.
- Regularly conduct drills (e.g. evacuation, lockdown) and review emergency procedures.
- Ensure emergency exits and alarm systems are functional and accessible.
- Coordinate with local law enforcement as required.

9. Review and Audit

- Conduct quarterly audits of security measures and protocols.
- Update SOP as needed based on audit results or incident reviews.
- Maintain records of all audits and changes for compliance purposes.

10. References

- Company Employee Handbook
- Incident Report Form
- Local laws and security regulations

Revision History

Date	Version	Description	Author
2024-06-25	1.0	Initial release	Security Dept.