



by Gene Smith

Smith is president of The Loss Prevention Foundation, the not-for-profit organization charged with the responsibility of building a certification and membership program. He was formerly president of the industry's largest executive search and consulting firm specializing in providing human resource solutions for the retail loss prevention, safety, and audit industries. During the past fifteen-plus years, Smith has provided career counseling for thousands of industry professionals nationwide. He can be reached at 704-837-2521 or via email at [gene.smith@losspreventionfoundation.org](mailto:gene.smith@losspreventionfoundation.org).



## Solution Providers Are Key Partners in Developing Certification

Over the past two years of developing The Loss Prevention Foundation and the certification programs, we have often spoken about the 75-plus retailers and the more than 150 loss prevention professionals who have been involved. However, there is one segment of our industry that deserves special recognition—that is our Foundation partners, a premier group of solution providers. This group has really stepped up to make certification a reality. It is our Foundation partners who have truly demonstrated the true value of a business partnership.

We all know how important it is to build trusting relationships with our solution providers. We can do so much more when we work together. Just try to do your job without them, and you will quickly realize how valuable they really are. They are truly “a partner in deed, especially in the time of need.”

When we first went to the market talking about certification, it was the list of solution providers below that so eagerly stepped up to help. They were aggressive in volunteering their teams to enroll in certification for it was a way for them to truly demonstrate their understanding of the industry they serve. They were supportive financially just like they always are when we go to them with a problem; they invest money so a solution can be developed.

### Doctorate Level

- ADT
- Enabl-u
- IBM
- KPMG
- LexisNexis, formerly ChoicePoint
- *LossPrevention* magazine
- National Retail Systems
- Vector Security

### Master Level

- Diebold Security
- Palmer, Reifler & Associates

### Bachelor Level

- InstaKey
- March Networks
- RealTime Intelligence
- Security Resources
- Stanley
- Tag

### Associate Level

- Wonderlic

### Diploma Level

- Agilence
- Bass Security
- Kenstan Lock
- National Glass Services Group

### Scholarships Available

Many of these solution providers still have scholarships that they are very willing to distribute to retailers or individuals. Please contact the respective industry representative if you are interested in acquiring scholarships for your team or for yourself.

Here are just a few examples of how many of them help to support and promote this industry initiative.

Vector Security has put seven of their team members through the LPQ certification and had two in the inaugural LPQ exam class. At a company meeting the graduates received special acknowledgement and were given a certificate of completion. See the section on page 42 for a description of Vector Security's scholarship program for retail LP professionals.

Diebold Security has enrolled ten of their team members and also had two in the inaugural LPQ exam class.

ADT, IBM, InstaKey, KPMG, March Networks, Security Resources, TAG, and Wonderlic have also enrolled employees in the LPQ coursework.

### 2009 LPQ Exam Schedule

In order to receive the LPQualified (LPQ) designation, you must take and pass the LPQ exam. The exam is 100 questions in multiple-choice format with varying degrees of difficulty. The exam is based on the LPQ courseware and focuses on three primary topic areas—the retail environment, becoming a successful business person, and LP basics and tools. It is designed to identify those who have achieved a basic level of knowledge.

It is important to note that you do not have to purchase the LPQ courseware to take the LPQ exam. The LPQ courseware is a study tool designed to aid those who wish to earn their LPQ designation. It is possible for someone who is educated as a result of other professional or academic training to possess the knowledge of core competencies. Therefore, you can select to take the exam without purchasing the courseware.

- **Cycle 1:** February 2 – April 24, 2009
- **Cycle 2:** June 1 – July 31, 2009
- **Cycle 3:** September 1 – October 31, 2009

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Before registering, please check the “Which Certification Is Right for You” section of our website to make sure you meet all of the requirements.

## LP Certification Exam Committee

We are proud to announce the addition of David W. Arnold, Ph.D., J.D., as the newest member to the LP Certification exam committee and the fourth Ph.D. He is the general counsel for Wonderlic, Inc., where he is involved with legal issues concerning privacy, negligent hiring, employment testing, and equal employment matters. He also serves as general counsel for the Association of Test Publishers. In this capacity, he has testified on many occasions before various legislative committees on issues related to testing.

Dr. Arnold is an active member of the American Bar Association’s section of labor and employment law and the Society for Industrial and Organizational Psychology’s state affairs committee. He has also served as chairperson of the American Psychological Association’s committee on legal issues. Dr. Arnold has written over 100 articles on testing, employee theft, and employment law, as well as co-author of the popular text entitled *Protective Security Law*.

## Vector Security’s LP Certification Scholarship Program

Everyone whose career is tied into retail loss prevention has a stake in increasing the level of professionalism within the industry. Whether you’re a retailer, a loss prevention practitioner, an organization advocating the interests of retailers, or an LP services vendor serving the retail sector, education is a key to reinforcing our individual interests. Better educated people can bring about greater results, create better LP programs, and better deploy new LP technologies within their organizations.

That’s exactly why I have been encouraged to see the leadership role that Vector Security has taken in promoting the Foundation programs, both within their organization and through their LPQ scholarship program. Vector has been a Foundation stakeholder from the start. Mike Grady, Vector’s executive vice president and senior executive of the company’s National Accounts Division, was one of the Foundation’s founding board members and has remained highly involved to date. Grady has instilled a culture of learning within his organization that has dictated Vector’s leading role as a strong proponent of the Foundation, its mission, and its evolving need in today’s complex loss prevention arena.

## Vector Gets It!

Vector understands that today’s LP professionals are expected to be sharp, technically savvy business managers, leaders, educators, social scientists, accountants, statisticians, high-level executives, and, of course, investigators. But until now, loss prevention practitioners have been limited to performing at a level their initial career training accommodated, whether they came from the retail environment, the police, U.S. military, or criminal justice academics.

Grady and his team are adamant about the changing role and increasing value of loss prevention departments. Curbing losses due to shrinkage is the only free money left on retailers’ tables. They don’t need to discount it, promote it, advertise it, or stay open late to create

it. LP departments are the reason why that money can fall right to the bottom line.

In December of last year, Vector Security decided to grant a number of LPQ scholarships to worthy LP professionals of national retailers. An email notification was provided to loss prevention directors and managers at a majority of national retailers, offering the opportunity to submit applications on behalf of worthy prospective recipients who demonstrated the following criteria:

- Long-term dedication to a career in retail loss prevention
- Willingness to dedicate themselves to obtaining education
- Quality of their personal character and devotion to their employer

Each application was required to include a letter of recommendation from the candidates’ employer. The goal would be to provide LPQ scholarships to well-deserving, mid-level LP staff members.

## The Scholarship Winners

True to the core mission of the Foundation, these nine scholarship winners represent the type of individuals that the Foundation was designed to serve. Each of these men and women has a desire to make retail loss prevention a solid long-term career. And each was looking for a way to obtain further education that was focused on the needs of retail LP. We salute each of these individuals, their companies, and the interests of their superiors for taking advantage of this opportunity.

Vector’s management encourages other solutions providers to provide the opportunity for continuing education to other LP practitioners in the spirit that the future of loss prevention services will be rooted in the capabilities of those ascending the LP ladder of success.

### **Adrian Nowalk, Corporate LP Manager, Operations, Duty Free Americas, Hollywood, Florida**

Norwalk was nominated by Patrick Moore, Duty Free Americas’ corporate director of LP. While Norwalk joined the company in February of 2008, he has been in the LP industry for eight years. Moore nominated Norwalk for several reasons beginning with his drive for further education. While working for Duty Free Americas, Norwalk is also pursuing a degree in loss prevention from Northern Michigan University. Moore believes that Norwalk’s further education will “truly benefit our company in the role he presently serves or in any future endeavor he embarks upon.”

### **James Glowacki, Loss Prevention Specialist, H-E-B, Schertz, Texas**

Glowacki was nominated by Bryce Brooksmith, H-E-B’s MWT loss prevention manager. With thirteen years of LP experience, Glowacki is currently assigned as a resource protection specialist at one of H-E-B’s distribution centers that has a volume of over \$100 million per month. With the recent restructuring of the company’s LP department, Glowacki now has the opportunity to strive for a director-level position and will be using his LPQ scholarship to assist him in doing so. He is also attending St. Phillips College and is an FBI Citizens Academy graduate. Glowacki is also the vice chairman of the San Diego, Texas, chapter of ASIS International, where he serves on two committees, the Law Enforcement Annual Luncheon and the Retail Council.

**Evonette M. Rojas, Senior Specialist, Background Investigations Administrator, Ferguson Enterprises, Pomona, California**

Rojas was nominated by Scott Hewitt, corporate director of security and emergency planning at Ferguson Enterprises. Hewitt nominated Rojas in recognition of her desire to further her education and value in loss prevention. After working in another position at Ferguson, she moved into loss prevention four years ago and completed university-level certifications in private investigations. Rojas sees the LPQ coursework as a means to broaden and balance her LP education. She is the vice chairman of the California Inland Empire chapter of ASIS International and a graduate of California State University at Fullerton.

### Special Recognition

Of the retailers who submitted nominations for these scholarships, several conducted wide ranging internal search campaigns involving many potential candidates. These retailers took a special interest in this offer and took the considerable time to promote the program. Of those that did, LP executives at Luxottica Retail and Sport Chalet submitted outstanding nominations.

**Jerry Brefol, Facility Technical Support Coordinator, Luxottica Retail, Mason, Ohio**

Brefol was nominated by Richard Dobson, director of loss prevention, supply chain and facilities at Luxottica Retail. Dobson nominated Brefol because "he has found a home in LP and aspires to further his knowledge of retail crime." Brefol has an associates degree in applied business with a focus on computer support technology and has been working in LP for over six years. The ability to acquire knowledge and enhance his skill sets are goals that are important to him. Regarding his LPQ scholarship, Brefol said, "It will give me the ability to benchmark myself through a tried-and-true program with highly structured training."

**Kouros Morakabian, Loss Prevention Team Leader, Luxottica Optical Manufacturing, Dallas, Texas**

Morakabian was also nominated by Richard Dobson through Morakabian's direct

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## LP CERTIFICATION

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superior, Susan Havens, who is an LP manager for Luxottica Retail. With five years' experience with Luxottica's LP team, Morakabian has an associate degree in electronic communications technology from Eastfield Community College. Thus far at Luxottica, he has won awards for perfect attendance and employee of the month. He is assisting in developing training manuals for new LP hires and leads a group of five LP staff members who provide scheduling and leadership for a facility of over 300 associates. Morakabian also assists Luxottica by developing LP incentive programs, conducting shipping theft investigations, and multiple auditing functions. He is a current member of the Dallas-Ft. Worth Area Crime Trackers committee, which is part of the Irvine Police Department.

### **Zena Watkins, Loss Prevention Associate, Atlanta Service Center LP Department, Luxottica Retail, McDonough, Georgia**

Watkins was nominated by Dobson through her direct superior, Sonya Richey, a senior LP manager at Luxottica Retail. Watkins began her career at Luxottica Retail in 2006 as a temporary LP receptionist and was hired full time during August 2007. She is the lead LP associate liaison for store audits at 400 LensCrafters and Sunglass Hut locations. She is also a highly regarded member of Luxottica's safety committee and culture team. Watkins regards her LPQ scholarship opportunity as "an opportunity to increase my knowledge and be a better trainer for others. Knowledge is power."

### **Blue Montez, Regional LP Manager, Sport Chalet, La Canada, California**

Montez was nominated by Howard Kaminsky, CFO of Sport Chalet. Montez has been involved in LP for fifteen years. Kaminsky describes him as "having great work ethics, interpersonal skills, having embraced our company culture and inspired our LP team to work with team focus and team goals." Montez is also active within the LP industry, participating as a session speaker at the 2006 NRF LP conference. Additionally, he has published articles on loss and fraud prevention techniques in *LossPrevention* and *Integrated Solutions for Retailers* magazines. In addition to his LP experience, Montez is a graduate of the Wicklander-Zulawski interrogation training program.

### **Michael Skeen, Regional LP Manager, Sport Chalet, La Canada, California**

Skeen was also nominated by Kaminsky. Skeen has been a member of the company's LP team for over ten years and aspires to "someday be the director of the company's LP department." His assignments at Sport Chalet have been highly varied. He was involved in the company's implementation of SAP software as well as the development and implementation of the company's rental program which was "run through CRS to track for inventory and rental stock within the company." Skeen also helps create the company's LP expense and labor budget and participated in the deployment of an e-commerce site for Sport Chalet. He also created and manages the company's fraud prevention clinic and assists with LP technology selection.

### **Tim Humble, Corporate LP Manager, Sport Chalet, La Canada, California**

Also nominated by Kaminsky, Humble aspires to "one day design and establish an LP department from the ground up and run it successfully." Before working in LP, Tim attained a BA in criminal justice from California State University at Fullerton where he was a member of the Criminal Justice Honor Society. He went on to do post-secondary coursework in public administration at CSU Fullerton and is also a graduate of the Wicklander-Zulawski interrogation training program. Humble began his LP career as a store-level agent, worked his way up to a position of regional LP manager, and now serves as a corporate LP manager. He believes that his scholarship will "assist in achieving my career goals of becoming a leader within a community of LP professionals." He has also published articles on LP and fraud prevention techniques in *LossPrevention* magazine. ■

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## RILA IN ACTION

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Homeland Security (DHS), we were happy to co-release the *Active Shooter: How to Respond* guide. Our partners at DHS play a pivotal role in making our community aware of the government's actions to ensure our safe business places. We are looking forward to continued partnerships with DHS and other organizations with whom we have shared goals, including state attorneys general, federal and state agencies, and police departments, to ensure we are doing all that we can to prevent and properly react to issues we face. RILA's Workplace Safety subcommittee continually works to ensure this as well. We know that crisp preparedness and attentiveness to situations and risks are an important role that we face as retailers.

All of these great actions that have taken place this past year only invigorate my anticipation to tackle 2009. We never lose sight of the pleasure and privilege that it is to represent our member companies. The talented leadership that is represented on our committees is continually growing, and we invite all loss prevention professionals to join in our work. Please visit our website for more information on how you can become part of this growing dialogue and thought leadership.

As your trade association partner, we are prepared to help you navigate the currents ahead, and we are committed to your future success. Working on your behalf, we have already planned for monumental benchmarking undertakings in 2009. Please join us in educating ourselves and the entire retail community.

Henry Ford hit the nail on the head offering his thoughts on teamwork, so look to 2009 and remember, "Coming together is a beginning. Keeping together is progress. Working together is success." I look forward to our partnered success in 2009. ■

