**gl/q/q02frs/2.0/0620**

Purpose: To eliminate the potential of the Customer Fitting Room being a source of loss of Company assets, by maintaining a process to remove merchandise upon the Customer’s departure.

Policy

Fitting Rooms are provided to Customers as a private area for trying on PUMA merchandise. Fitting Rooms must be maintained as a clean environment and monitored frequently. Storage of merchandise in Fitting Rooms is not permitted. If a storage bench is located in the Customer Fitting room, small fixtures and hardware may be stored in it. The storage bench must remain locked at all times and may not contain merchandise. Fitting rooms are not permitted to be locked from the outside at any time; fitting rooms must only be locked from the inside when in use by a customer.

All Fitting Rooms must be checked prior to Store Opening and after Store Closing as well as after each customer use to ensure no product or signs of shrink are present. In addition to these times, Target Stores must conduct fitting room checks each hour. Cushions and benches should be secure, mirror and floor clean of debris, tickets and trash. All benches, mirrors, hanging equipment, etc. must have edges caulked and/or flush with the floor and walls to eliminate loss prevention and safety hazards.

All Customers should be escorted into the Fitting Room and occupied by one Customer at a time. The only exception is when a companion is necessary to assist a Customer who is disabled.

PUMA Merchandise should be counted and hung up for the Customer to try on. In accordance with the BE Nice! Selling Program, Customers expect to be checked on and garments removed once it is determined they are no longer considering them. Footwear is not allowed in the fitting rooms; if a customer has footwear with them, offer to hold the footwear at the cash wrap until they are done trying on the apparel items.

PUMA is not responsible for personal items left behind by Customers. If personal items are found in a Fitting Room, refer to the q03. Lost and Found Policy for further action.

Monitoring the Fitting Room

Once the Customer has been escorted into the Fitting Room, count/confirm to the customer the number of items being brought in, hang the garments and offer assistance by providing your name. Remove any merchandise that may have been left in error, prior to leaving. When coverage permits, stay in the immediate vicinity of the Fitting Rooms when Customers are present.

* After a few minutes, return to the Fitting Room and offer assistance by bringing additional items and removing unwanted garments if applicable.
* When adding or removing merchandise, always try to keep the count of items the same and repeating the count to the Customer so they are aware of how much they have in the room.
* As the Customer exits the Fitting Room, ask if he/she would like any items returned to the selling floor.
* If the Customer has made any purchase decisions, ask the Customer if anything can be placed at the Cashwrap so it doesn’t have to be carried around.
* If you suspect that a Customer is shoplifting by concealing merchandise, approach the Customer with a recovery phrase: Examples could include “If there is something you would rather not carry around with you, I will be happy to help you and bring it to the Cashwrap” or “Is there anything you would like me to return to the rack/ shelf that you do not plan to purchase?”. Never be accusatory, or confrontational.
* Contact Mall Security to alert them that a customer may be trying to conceal merchandise.

When checking a Fitting Room, all areas must be checked. This includes, however, is not limited to:

* + Under the cushion (if it moves)
  + Around the edges of the cushions
  + Under the bench, including the small ledge to ensure not hangers or tags have been placed there.
  + Moving/checking under the red settee cubes
  + Checking cushions and settee for rips or tears where tags or sensors could be hidden
  + For 2.0 Outlets, under the gap of the fitting room that connects to the stock room

All Tier 1 stores must complete q02. Fitting Room Check Log.

If evidence of potential or known loss is identified, it should be immediately brought to the attention of the Manager on Duty.

* + If the evidence clearly identifies specific product as being potential shrink, an Incident Report should be submitted after verifying the loss in accordance with standard Policy and Procedure.
  + If the evidence does not clearly identify specific product, further inquires should be made to the Associates on duty to determine if any Associates may have observed or have additional information that may assist in determining the suspected loss.
  + Example: A sensor is found in the Fitting Room, but no product tag. Identifying the loss would be difficult with no additional information. When asked, Associate A stated that they were helping another Customer, but saw a (description of a person) go into the Fitting Room with 2 pairs of PUMA shorts and a blue track jacket. Further, associate A stated that they had just check the Fitting Room 10 minutes before seeing the Customer enter the Fitting Room, and it was clear.
  + A Cycle Count of the product noted may determine that item(s) are missing. The Manager on Duty will create an Incident Report.