



Health, Beauty & Pharmacy Forum
RETAIL LOSS PREVENTION

Paul Hollingworth – Vice Chairman

Head of Loss Prevention for The Body Shop

in association with





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Members



The co-operative





Profile of the HB&P Forum

- Collectively represents turnover in excess of £28 billion
- Employs more than 40,000 staff
- Has an estate of more than 6,000 stores

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Objectives of the HB&P Forum

- Share best practice
- To work on national issues that impact locally
- To help reduce the shrink and criminal activity impacting our stores, staff and customers
- To collaborate with like-minded individuals and organisations
 - e.g. Town Centre Partnerships, British Retail Consortium
- To influence bodies such as The Home Office, Police, Media etc on specific HB&P challenges
- Opportunity to reduce risk through collaborative working

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What it is

- A plunge pool of ideas
- Collaborative
- Informative
- Educative
- Non-competitive
- Honest and open
- Welcoming to new members

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What it's not

- **Not** a wonder cream
 - it treats broader symptoms
- **Not** a talking shop
 - meetings mean action and profile
- **Not** a Spa treatment
 - No pampering - HB&P is a rigorous massage of the mind and spirit



Sector Risks

- Highly desirable and unique products
- High customer footfall – high risk footprint
- From High Street flagships to community chemists
- Medium to high value branded merchandise
- Big margins gives potential for high monetary loss
- From ‘Clarins’ to Car Boot’
- Risk to staff and customers
 - In particular pharmacy

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Risk & Shrinkage Challenges

- High value small cosmetics
 - Easy to conceal
- Threat of counterfeit brands
 - Damage to brand reputation
- The Internet
- Needle exchange – customer service and staff safety
- The welfare of front-line staff
- HB&P sector = prime target for shrink, crime and potential violence

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Composition of HB&P Forum

- Any retailers trading in the HB&P sector
- Heads of/senior LP, Risk, Audit personnel
- National profile by store size, number or turnover
- Member driven – retailer chaired
- Not a ‘selling’ forum
- Open to retail members only

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Benefits so far

- HB&P has held its first three meetings
- Mission statement agreed
- Objectives have been identified
- Positive feedback from members
- Positive media response on launch announcement (The Grocer)
- Low cost membership – potential high value benefit
- Raising the profile of LP and member organisations
- Membership is growing



Conclusion

- The LP forum model works
 - As proved by the successful Retail LP Fashion Forum
- To share ideas and industry best practice
- Collaboration gets results – **we need more members**
- To know more talk to me or register your interest at the ORIS Group expo stand

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Time to get 'lippy'...

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