

Center for Retail Research QUESTIONNAIRE Global Retail Theft Barometer

ABOUT THIS SURVEY

The Global Retail Theft Barometer (GRTB2009) is an independent Report on retail crime prepared by the UK Center for Retail Research. The Survey is now in its ninth year and covers retailers in 42 countries. It enables retailers to benchmark themselves against vertical markets in this and other countries. GRTB2009 is funded by an independent grant from Checkpoint Systems, Inc. as a contribution to discussion in the retail industry.

COUNTRIES COVERED BY THE SURVEY

North and Latin America: U.S.A., Mexico, Canada, Argentina, and Brazil.

Africa: Morocco and South Africa.

Asia-Pacific: Australia, China, Hong Kong, India, Japan, Malaysia, Taiwan, Thailand and Singapore.

Europe: UK, France, Germany, Austria, Belgium, Luxembourg, Denmark, Finland, Greece, Iceland, Ireland, Italy, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, Czech Republic, Hungary, Poland, Slovakia, Latvia, Lithuania, Estonia, Turkey.

THE CENTER FOR RETAIL RESEARCH

The Center carries out authoritative research into crime and retail systems for the retail industry in many countries. More information available on our website: www.retailresearch.org

Thank you for spending time in completing this survey. We will send you the survey results, when they are published in November.

A copy of this Questionnaire can alternatively be downloaded from www.retailresearch.org

Questionnaire

Country: _____

YOUR CORPORATION

1 Name of your Corporation?

Name _____

2 How many stores does your Corporation operate?

Number _____

3 What were your annual Retail Sales (most recent year)?

\$ _____ millions

4 Which of the following best describes your Corporation?

- supermarket/ large grocery
- convenience stores/ natural & specialty foods
- department store/ large general store
- discount/variety retail/warehouse clubs
- apparel/clothing & fashion/ accessories
- footwear/ shoes/ sports/sporting goods
- jewelry/ watches
- toys and games/ hobby and craft
- electrical goods/ computer centre/ electronics store
- video/ music/ games software
- cosmetics/ perfume/ beauty supply/ pharmacy
- books/newspapers/stationery
- furniture/ textiles/ floor & window coverings/
- auto parts/ hardware/ building materials retail
- office products
- other (please state)

Currency: _____

5 How many employees does your Company have?

Employee totals _____

6 What percentage of employees is part time ____ %

STOCK LOSSES

7 What was your Corporation's shrinkage or stockloss for the last 12 month trading period as a percentage of sales turnover?

Shrinkage as Percentage of Sales ____ % current year

8 What was your Corporation's shrinkage or stockloss in the previous year?

Shrinkage as Percentage of Sales ____% last year

9 Does your business calculate shrinkage as:
(please check the box)

Retail selling price	<input type="checkbox"/>
Cost price	<input type="checkbox"/>
A combination of these	<input type="checkbox"/>

10 What is your waste/spoilage figure for the most recent year?
_____ %

['Waste/spoilage' includes losses from merchandise that is outdated, damaged, deteriorated, not fit for sale, etc']

11 Please estimate what percentage of shrinkage in your stores in the most recent year is most likely to have been caused by:

Employee theft	%
Customer theft	%
Administrative error/process errors loss/waste (includes damage, & errors in pricing, transactions, receiving etc)	%
Supplier fraud	%
TOTAL	100.0%

DISHONESTY

12 How many **Shoplifters/Customer thieves** did your stores apprehend for theft in the most recent year? Fill in as much as you know.

_____ Total shoplifters apprehended

\$ _____ Average value of goods /cash stolen

13 How many **Employee thieves** did you apprehend for theft in the most recent year? Fill in as much as you know.

_____ Total people apprehended

\$ _____ Average value of goods /cash they stole.

SHOPLIFTING AND THE RECESSION

14 Have your stores suffered an increase in **shoplifting** in the last 12 months?
Yes/ No?

15 What has been the percentage change in the number of shoplifters in the last 12 months?
_____ %

16 If your Corporation's shoplifting has **increased**, what proportion of this do you estimate has been caused by the current recession?
_____ %

17 Has there been a **change** in the **average value stolen** by **shoplifters** compared to last year?

INCREASE/ FALL/ THE SAME

Change in \$ value stolen: EITHER _____ % OR (value) from \$ _____ to \$ _____ .

18 Have you, or do you plan to implement any of these policies to combat shrinkage caused by the recession?

Action	Taken (yes/no)	Planned (Yes/ No)
Increased spending on LP hardware and software	Yes/ No	Yes/ No
Increased spending on LP consumables	Yes/ No	Yes/ No
Hired more in-store LP personnel	Yes/ No	Yes/ No
Installed new video surveillance surveillance equipment	Yes/ No	Yes/ No
Increase EAS reusable accessories	Yes/ No	Yes/ No
Increased pre-hiring screening for prospective employees	Yes/ No	Yes/ No
Increased employee training to spot and deter theft	Yes/ No	Yes/ No

EMPLOYEE THEFT AND THE RECESSION

19 Have your stores suffered an increase in **employee fraud** and crime in the last 12 months?

Yes/ No
Percentage increase in employee crime? _____ %

20 In your opinion, what proportion of increased employee fraud and crime (if any) has been caused by the recession? _____ %

ORGANIZED RETAIL CRIME

21 In the last year have your stores noted an increase in losses caused by organized retail crime?
Yes/ No?

22 In your opinion, what percentage of your total crime losses is caused by **organized retail crime** consisting of groups of three people or more?
_____ %

TYPES OF THEFT: FOOD

23 If you sell **FOOD**, have you seen an increase in the theft of basic foodstuffs?

Yes/ No?

Which foodstuffs in particular? _____

24 **For stolen food**, please indicate the **percentage of shrinkage** (against sales) or the **\$ value of losses** for these products.

Food Products	Shrink	Value	Has theft increased this year?
Fresh meat	%	\$	Yes/ No
Spices/seasoning/ vanilla	%	\$	Yes/ No
Luxury cooked meat (e.g. expensive ham or pate)	%	\$	Yes/ No
Cheese	%	\$	Yes/ No
High quality seafood/ smoked fish	%	\$	Yes/ No
Alcohol/liquors/whiskey	%	\$	Yes/ No
Infant formula	%	\$	Yes/ No
Candy, confectionery, chocolates	%	\$	Yes/ No

TYPES OF THEFT: APPAREL/ FOOTWEAR

25 If you sell **Apparel/ Footwear**, please indicate the **percentage of shrinkage** (against sales) **OR** the **\$ value of losses** for these categories:

Categories	Shrink	Value	Has theft increased this year?	Descriptions
Bottoms	%	\$	Yes/ No	Jeans, pants/slacks, shorts, overalls/ coveralls, skirts
Tops	%	\$	Yes/ No	Woven sport shirts, male dress shirts, sweaters/ vests, knitted shirts.

Categories	Shrink	Value	Has theft increased this year?	Descriptions
Outerwear	%	\$	Yes/ No	Rainwear, coats.
Fashion/ Tailored clothing	%	\$	Yes/ No	Suits, sport coats, jackets, dresses, other.
Intimate/ underwear lingerie/ swimwear	%	\$	Yes/ No	Bras, panties, shape wear, daywear, thermals.
Footwear	%	\$	Yes/ No	Shoes, athletic shoes, sandals.
Accessories	%	\$	Yes/ No	Belts, ties, suspenders, wallets; glasses/ sunglasses, jewelry, watches, handbags; scarves, hats, caps.
Kid's wear	%	\$	Yes/ No	Children's clothes, shoes and outerwear.

WHICH MERCHANDISE IS STOLEN?

26 Which products in your stores are most frequently stolen? Please provide answers against the most relevant store types.

Business Type	Most stolen items
Consumer Electronics	
Food/grocery	
Clothing,Apparel, Footwear Textiles	
Health and beauty	
Perfumes and fragrances	
Department stores	
Home Improvement	
Books, newspapers and stationery	
Office Supplies	
Sporting goods	

Business Type	Most stolen items
Entertainment, music, games	
Discount/off-price stores	
Large Supermarkets	

LOSS PREVENTION AND SECURITY

27 How many employees in your Corporation are assigned primarily to security/loss prevention (include administrative or support employees)?

Numbers LP/Security Employees _____
 _____ Direct Company Employees.
 _____ Contract or Third-Party Employees.

28 How much did your Corporation spend last year on LP/Security?

Total spend on security

- Current (Revenue) Spending (e.g. payroll, services)
 \$ _____ millions.
 - Capital Spending \$ _____ millions .

Current Spending	%
Payroll/employee costs	%
Contract services (outsourcing)	%
Armored car cash collection	%
Other expenses	%
Totals	100%

THANK YOU

Thank you for your assistance with this research. We are interested in any additional comments you would like to make. Please write these on a separate sheet.

PLEASE RETURN THIS QUESTIONNAIRE BY 11 JUNE

To Return the Questionnaire

- Fax it back to 0044 84 51 30 56 18
- or, e-mail it back: research@retailresearch.org
- Send it back by mail to: Center for Retail Research, 20 Fletchergate, Nottingham, NG1 2FZ UK

LOSS PREVENTION COMPLIANCE/ STORE AUDIT

29 Do you have an LP compliance/store audit program?

YES/NO

If YES, how often is it conducted? ___ times per year

Is it software-driven?

YES/NO

PROTECTION OF MERCHANDISE

30 What proportion of your **50 most-stolen product lines** do you estimate are directly protected by security devices from theft?

Methods of Protection - Most Stolen Lines	%
Percentage not protected	%
Displayed in locked cabinets or shelves	%
Use dummy cartons or ticket systems	%
Chains, cables, loop alarms	%
Safers, locked boxes, spider alarms	%
EAS hard tags	%
EAS soft or paper tags	%
EAS source tagging	%
3-alarm accessories	%
Other protection device	%
Total	100%

YOUR DETAILS - NOT FOR PUBLICATION

PLEASE GIVE US YOUR CONTACT DETAILS SO WE CAN SEND YOU THE RESULTS OF THE SURVEY.

Title _____ First Name _____

Last name _____

Position in Corporation _____

Corporation _____

Postal Address _____

Town/City _____ State/Region _____

Zip code _____ Country _____