



Global Retail Theft Barometer 2010 - Questionnaire from the Centre for Retail Research

ABOUT THIS SURVEY

This is the tenth year of this study. The Global Retail Theft Barometer (GRTB 2010), the independent Report on retail shrinkage and crime, is prepared by the UK Centre for Retail Research.

This year, the GRTB covers 43 countries, enabling retailers to benchmark themselves against vertical and national markets. GRTB 2010 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.

Russia will be included in the survey for the first time this year.

PLEASE COMPLETE AND RETURN BY 9 JUNE 2010

email completed questionnaire to:

research@retailresearch.org

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Post: CRR, Blackburn House, Brake Lane, Boughton, Newark, Notts, England NG22 9HQ

Our website:
www.retailresearch.org

Thank you for taking time to complete this annual survey. We will automatically send you the survey results, when they are published in October.

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

Questionnaire

YOUR COMPANY

1 Name of your Company?

Name _____

2 How many stores does your Company operate?

Number _____

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

\$ _____ millions

4 Which of the following best describes your Company?

- supermarket/ large grocery
- convenience stores/ natural & speciality foods
- department store/ large general store
- discount/variety retail/warehouse clubs
- apparel/clothing & fashion/ accessories
- footwear/ shoes/ sports/sporting goods
- jewellery/ watches
- toys and games/ hobby and craft
- e-commerce (online) retailer
- 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)

Country: _____

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 Company's shrinkage or stockloss (excluding waste) for the last 12 month trading period as a percentage of sales turnover?

Shrinkage as Percentage of Sales ____ % current year

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

Shrinkage as Percentage of Sales ____% last year

9 Does your business calculate shrinkage as:
(please tick 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

14 What has been the percentage change in the number of shoplifters apprehended in the last 12 months?
increase/fall _____%

15 What **change** has there been in the **average value stolen** by **shoplifters** compared to last year?
increase/fall _____%

EMPLOYEE THEFT

16 Have your stores suffered an increase in **employee fraud** and crime in the last 12 months?
Yes/ No
 Percentage increase in employee crime? _____%

ORGANIZED RETAIL CRIME

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

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

WHICH MERCHANDISE IS STOLEN?

19 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, Footwear, fabrics	
Health and beauty	
Perfumes and fragrances	
Department stores	
Home Improvement, DIY	
Books, newspapers and stationery	
Office Supplies	
Sportswear and sporting-goods	
Entertainment, music, games	
Discount stores	
Large Supermarkets, Hypermarkets	

TYPES OF THEFT: FOOD

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

Yes/ No?

Which foodstuffs in particular? _____

21 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: CLOTHING/ FOOTWEAR

22 Please indicate **EITHER** the percentage of shrinkage **OR** the \$\$\$ value of losses:

Categories	Shrink	Value	Has theft increased this year?	Descriptions
Trousers & skirts	%	\$	Yes/ No	Trousers, jeans, skirts shorts, workwear,
Tops & sweaters	%	\$	Yes/ No	shirts, sportswear, formal shirts, sweaters/ vests. .
Outerwear	%	\$	Yes/ No	Rainwear, coats.
Fashion/ Tailored clothing	%	\$	Yes/ No	Suits, sport jackets, dresses, other.
Underwear lingerie/ swimwear	%	\$	Yes/ No	Bras, underwear, swimwear, undergarments, foundation garments.
Footwear	%	\$	Yes/ No	Shoes, sports shoes, sandals.

Categories	Shrink	Value	Has theft increased this year?	Descriptions
Accessories	%	\$	Yes/ No	Belts, ties, wallets; spectacles, sunglasses, jewellery, watches, handbags; scarves, hats, caps.
Children's wear	%	\$	Yes/ No	Children's clothes, shoes and outerwear.

TYPES OF THEFT: HEALTH AND BEAUTY

23 If you sell Health and Beauty lines, please rank the following categories from 'Most Stolen' to 'Least Stolen'.

Health and Beauty	Shrink	Value	Has theft increased this year?
Perfumes/fragrances	%	\$	Yes/ No
Hair care products	%	\$	Yes/ No
Shaving products	%	\$	Yes/ No
Face cream, anti-ageing creams, sun creams	%	\$	Yes/ No
Lipsticks, glosses, lip liners etc	%	\$	Yes/ No
Mascara, eye liner, eye shadow etc	%	\$	Yes/ No
Face powder, liquid foundations, concealers	%	\$	Yes/ No
Nail enamel, nail polish, strengtheners, artificial nails	%	\$	Yes/ No
Scissors, nail clippers, tweezers	%	\$	Yes/ No
Other (please specify) _____ _____	%	\$	Yes/ No

24 How many of your current Top 10 Stolen Cosmetic Items have been introduced in the last 2 years?
 _____%

NEW LOSS PREVENTION POLICIES

25 Have you implemented, or do you plan to, one or more of the following policies to combat new shrinkage problems that your business may face?

Action	Taken (yes/no)	Planned (Yes/ No)
Increased spending on LP hardware and software	Yes/ No	Yes/ No

Action	Taken (yes/no)	Planned (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 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

LOSS PREVENTION AND SECURITY

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

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

27 How much did your Company 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)	%
Cash collection	%
Other expenses	%
Totals	100%

LOSS PREVENTION COMPLIANCE/ STORE AUDIT

28 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

29 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%

THANK YOU
THANK YOU FOR YOUR ASSISTANCE WITH THIS SURVEY

PLEASE RETURN THIS QUESTIONNAIRE BY 9 JUNE 2010

YOUR DETAILS: NOT FOR PUBLICATION
PLEASE GIVE US YOUR CONTACT DETAILS SO WE CAN SEND YOU THE SURVEY RESULTS.

Title _____ First Name _____

Last (Family) name _____

Position in Company _____

Company _____

Postal Address _____

Town/City _____ State/Region _____

Zip code _____ Country _____

E-mail (for survey results only): _____
