

HAVE YOU EVER SHOPLIFTED?



Did you know?

Shoplifting Statistics

National Facts:

- There are approximately 27 million shoplifters (or 1 in 11 people) in our nation today.
- More than 10 million people have been caught shoplifting in the last five years.

Shoplifting:

- ✓ *Overburdens the police and the courts*
- ✓ *Adds to a store's security expenses*
- ✓ *Costs consumers more for goods*
- ✓ *Costs communities lost dollars in sales taxes*
- ✓ *Ruins Family's and Children's life's*



Did you know?

Shoplifting Statistics

National Facts:

Shoplifters steal from all types of stores:

- ✓ Department Stores
- ✓ Specialty Shops
- ✓ Supermarkets
- ✓ Drug Stores
- ✓ Discounters
- ✓ Music Stores
- ✓ Convenience Stores
- ✓ Thrift Shops



Did you know?

Shoplifting Statistics

National Facts:

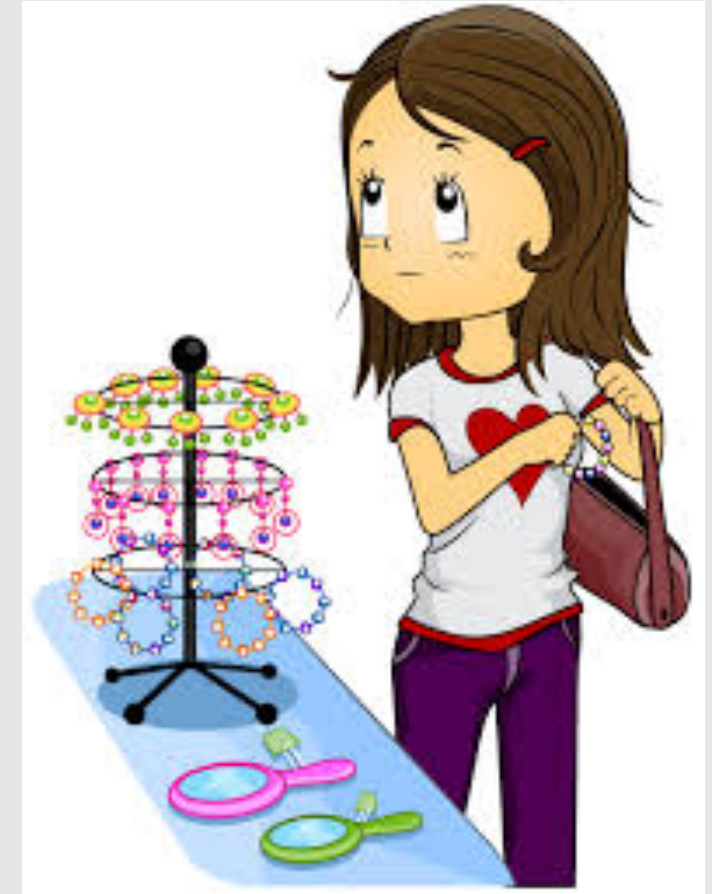
Shoplifters steal from all types of stores:

There is no profile of a typical shoplifter:

- Men and women shoplift about equally as often

Approximately

- 25 percent of shoplifters are kids
- 75 percent are adults
- 55 percent of adult shoplifters say they started shoplifting in their teens.



Shoplifting Statistics Continue:

National Facts:

Many shoplifters buy and steal merchandise in the same visit.

- Shoplifters commonly steal from \$2 to \$200 per incident depending upon the type of store and item(s) chosen.



Shoplifting is often not a premeditated crime.

- 73 percent of adult and 72 percent of juvenile shoplifters don't plan to steal in advance.
- 89 percent of kids say they know other kids who shoplift.
- 66 percent say they hang out with those kids.

Shoplifters say they are caught an average of only once in every 48 times they steal.

- They are turned over to the police 50 percent of the time.

Shoplifting Statistics Continue:

National Facts:

Approximately

- 3 percent of shoplifters are “professionals” who steal solely for resale or profit as a business.
 - ✓ These include drug addicts who steal to feed their habit
 - ✓ hardened professionals who steal as a life-style
 - ✓ international shoplifting gangs who steal for profit as a business.
 - ✓ “Professional” shoplifters are responsible for 10 percent of the total dollar losses.



Shoplifting Statistics Continue:

National Facts:

- The vast majority of shoplifters are “non-professionals” who steal, not out of criminal intent, but for:
 - ✓ Financial Need
 - ✓ Greed
 - ✓ To Pressures Their Life Style
 - ✓ Excitement
- The excitement generated from “getting away with it” produces a chemical reaction resulting in what shoplifters describe as an incredible “rush” or “high” feeling.
 - ✓ Many shoplifters will tell you that this high is their “true reward,” rather than the merchandise itself.



Shoplifting Statistics Continue:



National Facts:

- Drug addicts, who have become addicted to shoplifting, describe shoplifting as equally addicting as drugs.
- 57 percent of adults and 33 percent of juveniles say it is hard for them to stop shoplifting even after getting caught.
- Most non-professional shoplifters don't commit other types of crimes. They'll never steal an ashtray from your house and will return to you a \$20 bill you may have dropped.
- Their criminal activity is restricted to shoplifting and therefore, any rehabilitation program should be "offense-specific" for this crime.
- Habitual shoplifters steal an average of 1.6 times per week.

Inventory Shrinkage

- The difference between the perpetual inventory and the actual physical inventory is called inventory shrinkage.
- These are three main causes for inventory shrinkage:
 - ✓ Data input errors can occur during receiving, stocking, or selling.
 - ✓ Product damage, or breakage, may occur when products are being moved from receiving dock to storage to store shelves.
 - ✓ Theft can be from people working in the store or outsiders, such as customers or burglars.

Theft is the largest cause of inventory shrinkage.



Inventory Shrinkage

- Walmart loses about \$300 million a year to shrinkage.
- react-text: 251 Supermarkets and grocers lose the highest percentage of sales to shrink, seeing an average of 3.23% evaporate, or 2.5 times more than the industry average. Department stores face a less acute problem, losing 1.27% of sales.

Theft is the largest cause of inventory shrinkage.



Internal Theft

➤ Internal Theft is committed by:

- ✓ Employees of a Store
- ✓ A Supplier
- ✓ A Delivery Company

It is the source of most inventory shrinkage.

- ✓ U.S. add up to a \$32 billion of internal theft
- ✓ Supermarkets and grocers lose the highest percentage of sales to shrink, seeing an average of 3.23% evaporate, or 2.5 times more than the industry average.
- ✓ Department stores face a less acute problem, losing 1.27% of sales.





Prevent Internal Theft



- To prevent internal theft, overhead cameras and other surveillance devices can be used.
- These devices monitor employee behavior, receiving docks, warehouses, backrooms, and cash registers.
- Improved hiring procedures can also eliminate employees who may commit theft.
- Requiring policy checks of job applicants can be effective.
- Also, training employees to be more aware and active can help theft prevention.



External Theft

- External Theft is stealing by people *who are not employed* or otherwise associated with the retailer.
 - ✓ This includes shoplifting and burglary.
- Shoplifting is the stealing of merchandise from a store by a person posing as a customer.
- Small, high-priced goods are common targets for shoplifting.
 - ✓ Example are jewelry and electronic devices.
 - ✓ Items easy to take from stores.

Shoplifting is a serious crime, punishable by fine or time in prison.



Loss Prevention

- Loss prevention is the term used for programs designed to prevent loss of company assets.
- These assets could be merchandise, money, or other property.
- Such programs help businesses recognize, prevent, and monitor theft problems.
- Security personnel is part of the loss prevention program.
- Other security procedures involve accident and fire prevention and emergency response plans.



What's the loss

- U.S. businesses are now losing around \$60 billion annually to retail shrinkage.
- The vast majority of the losses are attributable to retail theft.
- This makes retail theft one of the biggest problems facing small business retailers today.



Category	Billion (USD)	Percent of Total Losses
Employee/Internal Theft	\$ 15.9	45%
Shoplifting/External Theft	\$ 10.9	31%
Administrative Errors	\$ 4.9	14%
Vendor Fraud	\$ 1.4	4%
Undefined	\$ 2.1	6%

2010 NRSS

www.losspreventionfoundation.org

