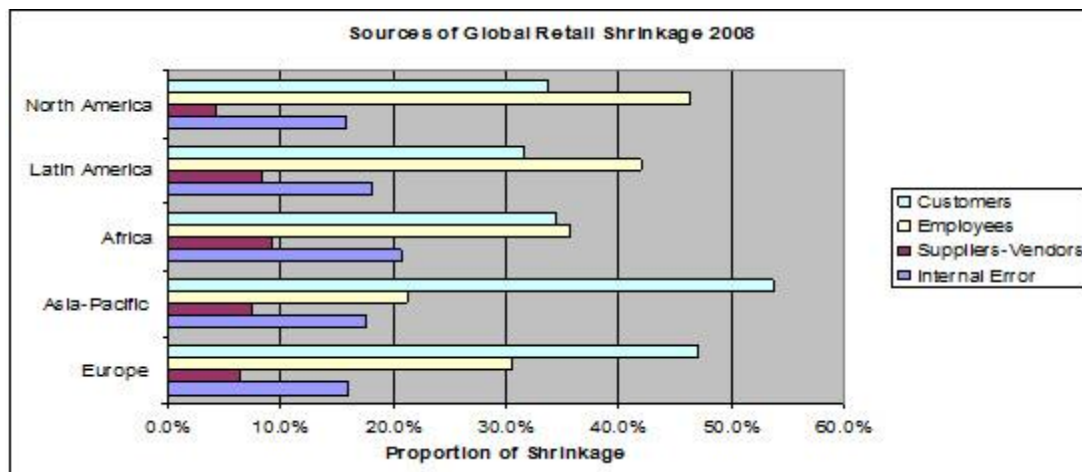
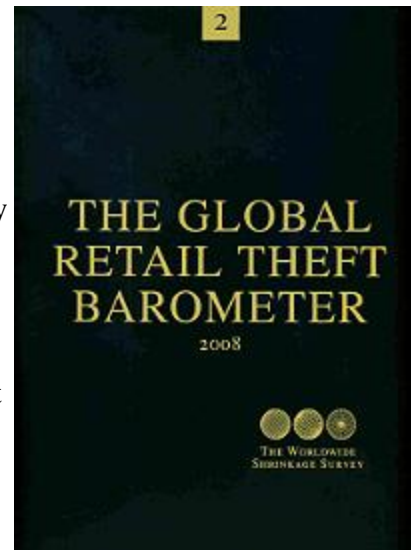


Key Findings from the Global Retail Theft Barometer

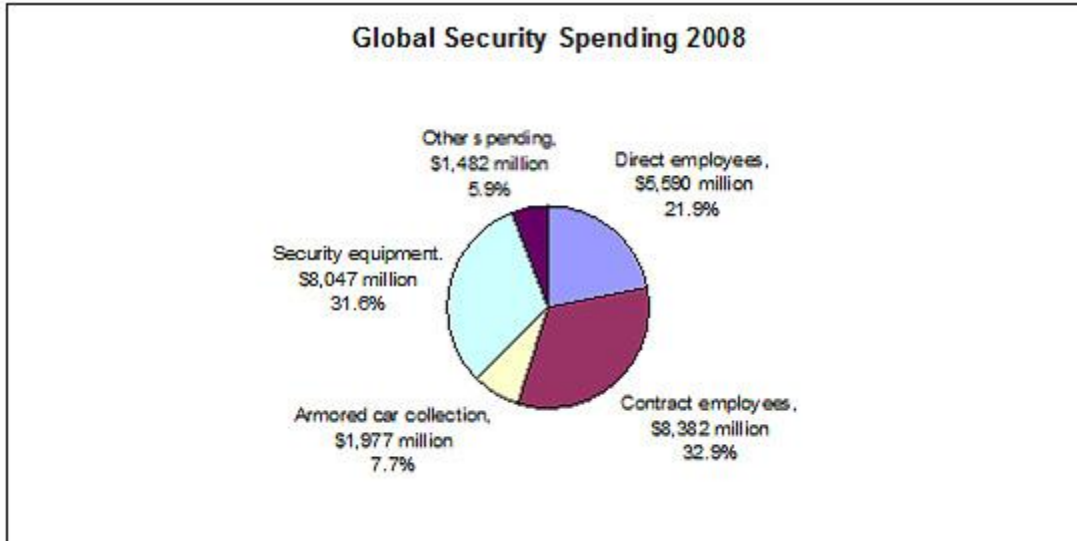
[Bamfield, J. (2008) *Global Retail Theft Barometer*, Nottingham: Centre for Retail Research.]

The latest edition of the Global Barometer covers 36 countries in North America, Europe, Latin America, Africa and Asia-Pacific. We collected data from 920 of the largest retail corporations with combined sales of \$814 billion.

- Total global shrinkage (stockloss from crime or waste expressed as a percentage of retail sales) cost retailers in the 36 countries **US\$ 104,529 million**, equivalent to **1.34%** of their retail sales.
- Globally, shrinkage and crime fell slightly from 1.36% to 1.34%. 20 countries suffered shrinkage increases and only 14 managed reductions.
- Retailers in most countries thought customer theft (shoplifting) was their biggest problem, responsible for 41.2% of shrinkage (\$43,064 million), apart from the US, Canada, and Australia, where employee theft was thought to be larger than shoplifting.
- Across the 36 countries, disloyal employees cost 36.5% of shrinkage or \$38,150 million, internal error and administrative failure (e.g. pricing or accounting mistakes) was 16.5% (\$17,223 million), and supplier or vendor theft and fraud was 5.8% of shrinkage (\$6,092 million).



- Retailers apprehended 5.3 million store thieves in 2008.
- Global loss prevention costs were \$25,478 million, 0.33% of retail sales. Operating/current costs were \$17,737 million and capital costs \$7,741 million. Security employees accounted for 54.8% of loss prevention spending, while spending on security equipment was 31.6%.



- The most-stolen items of retail merchandise within the 36 countries included branded and expensive products: cosmetics and skincare, alcohol, womenswear/ladies' apparel, perfume and fine fragrances, and designerwear. Other highly stolen lines included razor blades, DVDs/CDs, video games and video consoles, small electric items, and fashion accessories.

Global Retail Shrinkage 2008

US DOLLARS

	Total Shrinkage 2008	Shrinkage (as % of sales)		Percentage change
All values in U.S. \$	U.S. \$ million	2008	2007	2007-2008
NORTH AMERICA				
Canada	\$3,532	1.45%	1.49%	-2.7%
United States	\$438,806	1.48%	1.52%	-2.6%
Average N. America	\$42,338	1.48%	1.52%	-2.6%
LATIN AMERICA				
Argentina	\$714	1.48%	1.46%	1.4%
Brazil	\$2,143	1.52%	1.49%	2.0%
Mexico	\$2,920	1.68%	1.68%	0.0%
Total Latin America	\$5,777	1.60%	1.59%	0.6%
South Africa	\$718	1.59%	1.53%	3.9%
Total Africa	\$718	1.59%	1.53%	3.9%
ASIA-PACIFIC				
Australia	\$2,051	1.42%	1.39%	2.1%
India	\$2,543	3.10%	2.90%	6.9%

Japan	\$9,365	1.01%	1.04%	-2.9%
Malaysia	\$256	1.53%	1.48%	3.4%
Singapore	\$173	1.21%	1.25%	-3.2%
Thailand	\$1,017	1.59%	1.65%	-3.6%
Average Asia-Pacific	\$15,405	1.20%	1.24%	-3.2%
EUROPE				
Austria	\$632	1.01%	0.94%	7.4%
Belgium/Luxembourg	\$1,131	1.36%	1.33%	2.2%
Denmark	\$500	1.20%	1.20%	0.0%
Finland	\$559	1.30%	1.32%	-1.5%
France	\$6,481	1.37%	1.34%	2.2%
Germany	\$6,863	1.13%	1.10%	2.7%
Greece	\$691	1.32%	1.36%	-3.0%
Ireland	\$609	1.36%	1.33%	2.2%
Italy	\$4,372	1.28%	1.23%	4.1%
The Netherlands	\$1,555	1.20%	1.24%	-3.2%
Norway	\$596	1.28%	1.26%	1.6%
Portugal	\$470	1.26%	1.31%	-3.8%
Spain	\$3,686	1.31%	1.28%	2.3%
Sweden	\$881	1.35%	1.32%	2.3%
Switzerland	\$841	1.01%	0.96%	5.2%
United Kingdom	\$7,414	1.30%	1.34%	-3.0%
Average Western Europe	\$37,281	1.26%	1.25%	0.8%
Czech Republic	\$479	1.38%	1.41%	-2.1%
Hungary	\$465	1.38%	1.36%	1.5%
Poland	\$1,620	1.36%	1.34%	1.5%
Slovakia	\$179	1.32%	1.30%	1.5%
Baltic States	\$267	1.35%	1.42%	-4.9%
Average Central Europe	\$3,010	1.36%	1.36%	0.0%
Total Europe	\$40,291	1.27%	1.26%	0.8%
TOTAL GLOBAL	\$104,529	1.34%	1.36%	-1.5%