

Background paper: retail crime

Hanna Mohamad, October 2011



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Executive summary

- Retail theft is the number one cause of loss in the retail sector.
- In NSW, between 2006 and 2010, retail theft has risen by 3 per cent.
- Retail crime is concentrated in those areas in NSW that have major shopping centres.
- Clothing, communications/home entertainment and alcohol are reported as the most commonly stolen items. These commonly stolen items are consistent with international data.
- Peak times and days for retail theft correspond with retail stores core business hours. Longer opening hours create an increased opportunity for theft.
- The majority of shoplifters are aged between 20–39 years of age. Due to the economic recession, there was an increase in ‘middle-class’ shoplifting.
- Retail crime is an under-reported. There are issues related to retailers being able to identify theft and lack of information sharing with Police.
- The cost of retail crime affects customers as well as retailers.
- Retailers often have to balance between customer accessibility to goods and taking preventive measures to reduce loss.
- As retailers spent less on loss prevention and security during the economic crisis, theft from stores increased.
- Prevention requires a partnership between the public and private sector and measures to address lack of available data and lack of resources for retailers.
- International jurisdictions facing similar problems have established similar government/sector partnership.

Introduction

Theft from businesses is identified as the number one cause of loss in the retail sector, however, to date there has been no single Government agency leading the area in prevention. Despite being a major problem for retailers, it is sometimes perceived as a ‘victimless crime’ or simply a loss of doing business. However as retailers would be aware, the reality is that retail theft costs Australian businesses billions of dollars each year and often the loss is inevitably passed onto consumers through increased prices.

Currently there is a lack of detailed data on the extent of the problem due to under-reporting and from a Government perspective little is known about what industry lead crime prevention initiatives are in place to address retail theft in NSW. Overseas markets facing similar problems have begun paving the way to addressing some of the risks associated with retail theft and there is a growing trend internationally of Government and the retail sector working together to prevent this crime.

In the United Kingdom in 2009 for example, the Home Office in partnership with the British Retail Consortium (BRC) jointly set up a National Retail Crime Steering Group (NRCSG) to provide a forum to discuss and devise strategies for retail crime. The group has representatives from both large chains and small retail associations and from across Government. The steering group has four main objectives, listed below, which are currently underway:

- obtain a better understanding of the impact of crime on the retail sector and encourage better reporting of offences
- enable retailers to develop effective practice in designing out the opportunities for offences/offending behaviour
- encourage a more consistent approach to the sentencing of offenders
- identify effective practice and ensure stakeholders adopt it.¹

Based on international efforts, the NSW Retail Crime Strategic Partnership has been formed as a mechanism to enhance the close working relationship between the NSW Government and the retail sector in developing and implementing strategies to prevent crime.

This report aims to provide a broad overview of recorded levels of retail theft in NSW, and its costs to the sector and consumers.

¹ National Retail Crime Steering Group Action Plan 2009, Home Office: London.

The retail crime situation

What is retail theft?

Retail theft (commonly known as shoplifting or shop theft) is defined as theft from shops by (customers or employees) through the wrongful taking of merchandise, without paying for the goods, or without paying the full price.²

How is retail theft measured?

There are difficulties in assessing accurately the level of crime against retailers as each data source has its limitations. However, typically the level of retail theft is measured by:

- **Police recorded crime statistics:** Recorded crime statistics relate to only those offences that are reported to Police as well as the number of offenders apprehended and processed through the criminal justice system.
- **Actual level of shrinkage:** Shrinkage is the term used to represent the shortages in stock/inventory, attributable to theft by customers, employees, vendor fraud and clerical error, rather than losses as result of burglary, robbery, arson damage and vandalism.³ Although 'shrinkage' is often used as a proxy for retail crime it is not identical to crime against shops because it includes error and waste as well as crime.
- **Self-report surveys of retailers:** The largest and most well known survey of retail crime and loss in the world is the Global Retail Theft Barometer (GRTB). The GRTB is an annual survey conducted by the Centre for Retail Research in the UK. The survey which commenced in 2001, captures recorded and perceived extent of crime related losses and shrinkage by retailers in more than 40 countries worldwide, including Australia. The study is used to assist in identifying key trends in shrinkage and to better understand how retail theft affects businesses.

² Nelson, D. & Perrone, S. (2000). *Understanding and Controlling Retail Theft*. Trends and Issues Paper, AIC: Canberra.

³ Nelson, D. & Perrone, S. (2000). *Understanding and Controlling Retail Theft*. Trends and Issues Paper, AIC: Canberra.

Retail theft in Australia

Key findings from the GRTB

In 2009, the GRTB was based on surveys collected from 22 retailers in Australia,⁴ who were collectively responsible for combined sales of more than \$23 billion in the 2008–09 financial year and operated 1,156 retail outlets.

Highlights from both the 2009 and 2010 GRTB⁵ surveys for Australia were:

- Australia's shrinkage rate for the year 2010 was 1.39 per cent of retail sales, down from 1.50 per cent in 2009, but just above the global average of 1.36 per cent in 2010.
- In 2009, total shrinkage reported by Australian retailers was estimated at \$2.16 billion.
- Customer and employee theft was thought by Australian retailers to account for 75 per cent of all shrinkage.
- Almost half of retailers (41.6 per cent) reported they experienced increased shoplifting in 2009 as compared with the previous 12 months.
- Loss prevention spending in 2009 for Australia was equivalent to an average of 0.35 per cent of retail sales, higher than the global average of 0.31 per cent.
- \$499 million was spent on loss prevention and security costs by Australian retailers in 2009.
- The overall cost to address shrinkage including loss prevention in Australia in 2009 was estimated at \$2.27 billion with shoplifters and employee theft costing retailers \$1.64 billion.

Retail theft in NSW

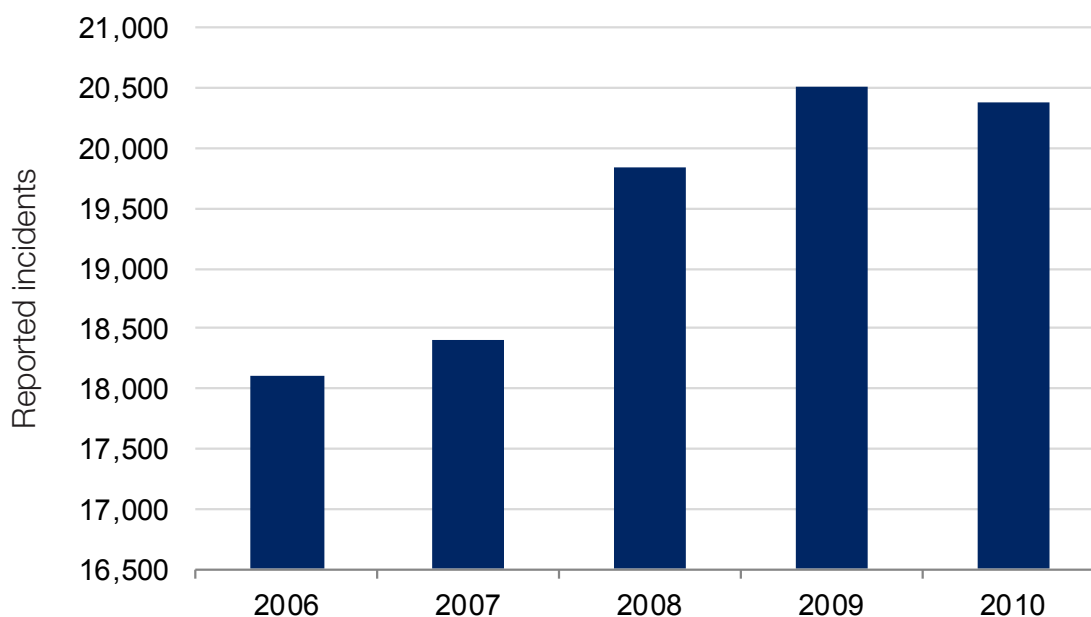
Over the last four years to December 2010, with the exception of steal from retail store, the incidence of property crime in New South Wales has either fallen significantly or remained stable.⁶ The Bureau of Crime Statistics and Research (BOCSAR) recorded crime data shows that steal from retail store has risen by three per cent from 18,110 incidents reported in 2006 to 20,377 incidents reported last year, and has remained stable over the past 24 months, as seen in Figure 1.

⁴ The number of questionnaires sent out to retailers in each country was proportional to the size of the retail industry in that country. Figures from the retailers are then calculated so that they are applicable to the whole country.

⁵ Centre for Retail Research (2009) *Global Retail theft Barometer 2009* – The Worldwide Shrinkage Survey, Centre for Retail Research: England. Highlights from 2010 GRTB survey available at <http://www.globalretailtheftbarometer.com/high.html>

⁶ Categories of property crime include: break and enter – dwelling, break and enter – non-dwelling, motor vehicle theft, steal from motor vehicle, steal from person, steal from dwelling, and fraud.

Figure 1 – Reported incidents for steal from retail store in NSW, 2006–2010



Source: NSW Bureau of Crime Statistics and Research.

Little is known at this stage as to why steal from retail store has increased in NSW although two possible explanations are provided. Locally, there may have been an increase in awareness and thus reporting by retailers, or police practices may have changed over the last few years resulting in more offenders being apprehended.

However, more broadly, there may have been a relationship between the Global Financial Crisis (GFC) and retail crime. Between 2008 and 2009, retailers globally reported a reduction in their expenditure on loss prevention and security costs as a consequence of the economic recession, which corresponded with an increase in the number of thefts. This was also coupled with the emergence of the 'middle class' shoplifter; individuals who turned to theft to sustain their lifestyle during the economic crisis (discussed further below).

Where does retail theft occur?

A more comprehensive picture of the problem emerges when we look at where retail theft occurs. Between April 2008 to March 2011, Police recorded a total of 56,323 incidents of steal from retail.⁷ As shown in Table 1, theft from supermarkets accounted for 22 per cent (n=12,765) of all offences, with a 17 per cent increase over the three-year period. This was followed closely by department stores (19.7 per cent). Substantial proportions of steal from retail incidents were also recorded at clothing stores (13.6 per cent) and shopping complexes (10.3 per cent). Furthermore, there was noticeable increase of 35 per cent over the three-year period in the number of steal from retail incidents reported as occurring at jewellery stores as well an increase of thefts from chemists (13.9 per cent).

⁷ BOCSAR (2011) NSW Recorded Crime Statistics April 2008 to March 2011, BOCSAR: Sydney.

Table 1 – Top 12 premises type for steal from retail store in NSW, 2008–2011

Premises type	Apr 2008– Mar 2009	Apr 2009– Mar 2010	Apr 2010– Mar 2011	% change 2008–2011	Total 2008–2011
Supermarket	3,888	4,326	4,551	+7.0	12,765
Department store	4,025	3,712	3,377	-16.0	11,114
Clothing stores	2,400	2,712	2,549	+6.2	7,661
Shopping complex	2,050	1,886	1,878	-8.3	5,814
Electronic/Sales	673	577	611	-9.2	1,861
Service station	549	584	529	-3.6	1,662
General store	463	413	422	-8.8	1,298
Chemist	408	520	465	+13.9	1,393
Hardware store	331	299	303	-8.4	933
Sport store	300	273	205	-3.1	778
Jewellery store	241	271	326	+35.2	838
Other	1,280	1,284	1,462	+14.2	4,026

Source: NSW Bureau of Crime Statistics and Research

Table 2 highlights the top 10 Local Government Areas (LGAs) in NSW that had the highest incident rate of steal from retail store in 2010. It is not surprising that the top 10 LGAs (particularly the top four) are those have the highest incident rates as almost each area has a major shopping complex that houses supermarkets, department stores and clothing stores; high risk premises types for retail theft (See Appendix 1 for detailed hotspot maps for the top five LGAs).

Table 2 – NSW LGAs with the 10 highest incidents of steal from retail store, 2010

Rank*	LGA	Total incidents	Rate (per 100,000 pop)	Rate ratio**	% of all NSW incidents
1	Sydney	1,987	1116.79	3.91	9.75
2	Blacktown	1,060	1076.54	1.24	5.20
3	Parramatta	735	438.99	1.54	3.61
4	Liverpool	688	377.48	1.32	3.38
5	Newcastle	682	440.63	1.54	3.35
6	Wollongong	645	320.20	1.12	3.17
7	Penrith	599	324.47	1.14	2.94
8	Gosford	597	358.29	1.25	2.93
9	Campbelltown	562	369.48	1.29	2.76
10	Lake Macquarie	516	258.94	0.91	2.53
Total		8,071			39.61

* Rank is calculated based on the number of incidents only.

** Rate ratio is expressed as the rate of steal from retail per 100,000 for each LGA relative to the NSW rate (285.62) per 100,000.

Source: Bureau of Crime Statistics and Research.

Of interest is also that the top 10 LGAs account for almost 40 per cent of all steal from retail incidents in NSW out of 143 Local Government Areas, suggesting this crime is concentrated in certain areas and prevention efforts would be best-placed targeting those locations. With the exception of Lake Macquarie, which is slightly below parity, the rate of incidents for steal from retail crime for each LGA is higher than the rate for NSW.⁸ For example, Sydney LGA is almost four times the NSW rate.

What are the most commonly stolen items?

As shown in Table 3, the clothing market remains one of the most commonly stolen items accounting for almost 20 per cent of all steal from retail store incidents. This was followed by the communications/home entertainment sector (16.5 per cent) and alcohol (14.4 per cent), which has recorded an increase of 25 per cent of the last 24 months.

Table 3 – Markets with the 10 highest incidents of steal from retail store in NSW

Business market	Apr 2008– Mar 2009	Apr 2009– Mar 2010	Apr 2010– Mar 2011	% change 24-month	% change 36-month
Clothing (including footwear)	1,914	1,920	1,704	+0.31	-10.97
Communications/home entertainment	1,720	1,519	1,516	-11.69	-11.86
Liquor	1,115	1,401	1,653	+25.65	+48.25
All other objects	1,277	1,240	1,153	-2.90	-9.71
Personal items	1,338	1,043	991	-22.05	-25.93
Food, beverage (non-alcoholic)	902	985	925	+9.20	+2.55
Cash/document, credit card	598	482	605	-19.40	+1.17
Jewellery	246	344	312	+39.84	+26.83
Appliance, household item, furniture	332	280	241	-15.66	-27.41
Tobacco product	170	170	178	0.00	+4.71
Machine, tool, vehicle accessory/part	165	159	178	-3.64	+7.88

Source: NSW Bureau of Crime Statistics and Research.

Another commonly stolen item, food, continues to increase as supermarkets record the highest number of thefts. Of interest is that while the number of incidents in the jewellery market remains relatively low when compared with other markets, the trends shows an increase of almost 40 per cent over the last 24 months.

The increase in jewellery theft as indicated in NSW crime data could be attributed to the rapid rise in the price of gold in recent years. As at November 2010, the price of the precious metal hit a record high, making selling jewellery more appealing and buying it more lucrative. The NSW Crime Prevention Division (CPD) of the Department of Attorney General and Justice (DAGJ) is currently working on a project examining the stolen goods (gold) market to identify and develop strategies to reduce incidences of suspicious metal transactions. CPD will also examine whether there is a relationship between theft of jewellery and the gold market.

⁸ The NSW rate per 100,000 is 285.62.

While there are obvious data limitations when comparing NSW data with regions overseas (given the size of each retail industry), it is important to find out whether international trends are reflected in NSW. When comparing NSW statistics with data obtained from the GRTB survey, it appears that the NSW top 10 number of stolen items is quite similar to that of peak shrinkage markets in Europe and North America. Clothing and personal items are almost replicated as the most popular items stolen, with food and beverage markets also near the top. The main difference between NSW retail theft data and overall shrinkage in Europe and North America is the machine/ auto parts/ tool market, with a lot more recorded incidents occurring overseas placing it as the second biggest shrinkage market in both regions. It would be valuable to find out whether this is a trend we can expect to see in NSW.

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Interestingly, unlike NSW data, global theft incidents increased across all markets, with the exception of jewellery and liquor in Europe. In particular, the reduction in theft of personal and appliances/ household items in NSW were contradicted by increases in European and North American data. Also, the exponential increases in liquor theft in NSW are not supported by European and North American data as liquor theft decreased in Europe and only slightly increased in North America. The same could also be said for jewellery theft which only slightly increased in Europe and North America.

Table 4 provides an overview of the top three most stolen merchandise in each market. Of note is that almost all of the items are relatively small and easily concealable. When compared with international markets, the majority of items that are most-stolen in NSW are consistent with international trends. It would seem then that shoplifter's target the same items all over the world and as mentioned tend to focus on small and easily concealed, expensive, branded merchandise.

Table 4 – Most stolen merchandise in NSW, by business market

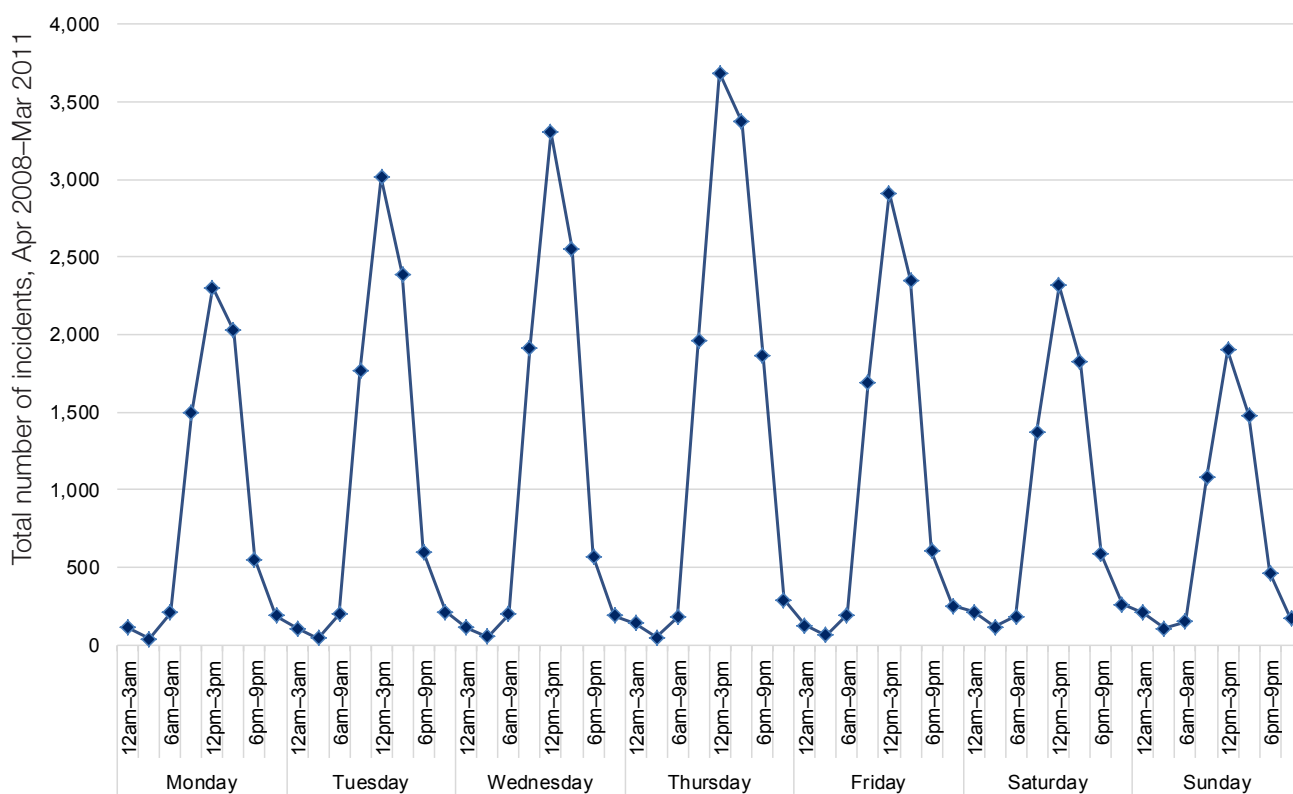
Business market	Ranking 1	Ranking 2	Ranking 3	% of total market stolen
Clothing (including footwear)	Shirt	Underwear	Dress	31.74
Communications/home entertainment	Mobile phone	DVD disc	Laptop computer	45.89
Liquor	Bourbon	Vodka	Whisky	58.53
Personal items	Cosmetics	Sunglasses	Toiletries	56.38
Food, beverage (non-alcoholic)	Food miscellaneous	Confectionary	Beverage non-alcoholic	100
Cash/document, credit card	Currency	Driver licence	Other cash/document	76.02
Jewellery	Necklace	Bracelet	Earring	43.46
Appliance, household item, furniture	Other household item	Sheet	Other appliance electric	32.94
Tobacco product	Cigarette	Lighter	Other tobacco product accessory	95.37
Machine, tool, vehicle accessory/part	Other tool	Drill – power	Other hardware/building/décor	34.06

Source: Global Retail Theft Barometer.

When does steal from retail occur?

Figure 2 shows the day of the week and time of day that the offence of steal from retail store is recorded by Police. The most common time of day recorded is between 12 pm and 3 am (34.5 per cent) followed by 3 pm and 6 pm (28.4 per cent) and 9 am–12 pm (20 per cent) of all incidents.

Figure 2 – Steal from retail incidents by time/day of week, April 2008 – March 2011



Source: NSW Bureau of Crime Statistics and Research.

The most common day of the week that steal from retail store is reported is Thursday, with 20.4 per cent (n=11,529) of offences occurring on this day. This is not surprising given Thursday is late-night trading for the majority of retailers and there are more opportunities for retail theft to occur on this day. Steal from retail store is less likely to be reported as occurring on Sundays 9.8 per cent (n = 5,551), however it is important to note that this may not reflect an actual reduction in offending on this day. Typically, managers/employers do not work during Sunday trading hours and there is likely to be more casual staff on duty who may not be as vigilant or trained in detecting retail theft, reducing the likelihood that offences would be reported.

Overall, the peak times and days for retail theft correspond with retail stores core business hours, and longer opening hours and busy periods create an increased opportunity for retail theft.

Who commits retail theft?

Available BOCSAR data over the 12-month period between April 2008 and March 2009 indicates that steal from retail store is predominantly committed by 20–39 year olds. Of all males that commit steal from retail store offences, 49.6 per cent were aged between 20–39 years and approximately 22 per cent were 17 years of age or younger. Of all females that were apprehended, more than half are 20–39 years of age.⁹

⁹ Given the level of under-reporting of this crime and inevitable low apprehension figures, data on who commits shoplifting needs to be considered carefully.

Based on AIC research,¹⁰ there are some generally agreed motivations behind shoplifting. A common motivation is profit. According to the UK Centre for Retail Research, theft by criminals for the purpose of resale remains the biggest segment of shoplifting.¹¹ Clarke developed the acronym CRAVED: 'concealable, removable, available, valuable, enjoyable and disposable' to capture the essential characteristics of the most commonly stolen items.¹² The last of these attributes, disposability, may be the most important as those individuals who shoplift purely for profit, must be able to sell or barter what they steal.

In a separate project, the CPD is currently examining some of the most commonly stolen items during steal from motor vehicle offences. Part of this strategy involves minimising the ease in which some of the most commonly stolen items such as mobile phones and GPS devices can be re-sold on the second-hand market and later used.

More recently, as mentioned earlier, the GFC has been thought to play a role in the type of offenders who are committing retail theft. Globally, retailers have reported a change in the type of offender citing more amateur thieves, who they believe are stealing for their own personal use rather than to sell on. Currently termed, 'middle-class' shoplifting by the UK media,¹³ it is based on research by the Centre for Retail Research that has identified a noticeable increase in the number of middle-class individuals who have turned to theft to sustain their standard of living through financial hardship such as the recent economic recession. Researchers believe that 'middle-class' shoplifters are driving theft of items such as cosmetics, perfumes and face creams, alcohol, fresh meat, mobile phones as well as small electrical goods like cameras.

Finally, a number of other factors are identified as motivations behind shoplifting. Although not an exhaustive list, some of these can include, lack of money, peer pressure, being prohibited from purchasing an item (i.e. alcohol and cigarettes if underage) and mental illness.

Summary of retail theft in NSW

The information detailed above provides us with initial discussion points in relation to the extent of retail theft, where and when it occurs, what is typically stolen and who the offenders are. However, despite shoplifting being one of the most common offences, analysis of this crime is made difficult by low rates of reporting and it is clear the much more information is required to guide prevention efforts. The knowledge and expertise of the major retail representative bodies for example would be a valuable source. The next section details the reasons why accurate data on the extent of retail theft is currently not available.

¹⁰ Nelson, D. & Perrone, S. (2000). *Understanding and Controlling Retail Theft*. Trends and Issues Paper, AIC: Canberra.

¹¹ Crumley, B. (2009). Recession Sparks Global Shoplifting Spree, *Time Magazine*. Available at <http://www.time.com/time/world/article/0,8599,1937944,00.html#ixzz1RmBeUY65>

¹² Clarke, R.V. 1999, *Hot Products: Understanding, anticipating and reducing demand for stolen goods*, Police Research Series Paper 112, Policing and Reducing Crime Unit, Home Office, London.

¹³ Adams, S. Middle class shoplifters help themselves, *The UK Telegraph*.

Why the offence may not be reported

Research has identified two commonly cited reasons as to why shoplifting is an under-reported crime:

- **Retailers themselves are unaware of how much they lose to shoplifting:** Statistics on retail crime by retailers are either poor due to deficient stock control or typically aggregated, thereby making it difficult to identify the proportion of shrinkage attributable to customer theft. Furthermore, only a small percentage of retail crime is actually witnessed, with the remainder being established by audit, indicating that retailers would have difficulty in establishing when, who and how retail theft occurs in their stores.¹⁴
- **Retailers are reluctant to report the offence to Police:** The reasons why retailers do not uniformly report retail theft to Police are wide-ranging. For example, in a recent survey of retailers in Bankstown, NSW, undertaken on behalf of the Department of Attorney General and Justice, for those who experienced shoplifting and did not report it, a number of reasons were cited. The three main reasons were reported as (1) they found out too late to report it, (2) they did not think the Police would be able to do anything about it and (3) they felt it was not worth reporting.

Other reasons cited in the literature as to why retailers do not report shoplifting to Police tend to take the individual offender's circumstances into account. These include circumstances where shoplifters claim it is their first offence, show fear/remorse and/or agree to pay for the items stolen.¹⁵

Of those that do report shoplifting, research has found that businesses are most interested in recovering the stolen property. It would seem that retailers are much more likely to report an incident if it involved the loss of an expensive item or when it involves a repeat offender.¹⁶

Therefore some of the issues facing retailers in addressing retail theft are identification and detection of retail crime as well as information sharing with law enforcement. Possible strategies to address these two issues could include engaging the retail industry and identifying what resources they need to assist in the identification of theft and also the development of a national information system that reports on patterns and trends of retail theft, which is shared with law enforcement. Lack of available data hampers prevention efforts and retail theft is a problem for which the costs of this crime affect not only retailers but also society as a whole. The next section describes in more detail the consequences of retail theft.

¹⁴ Clarke, R.V. (2002), *The Problem of Shoplifting*, Problem Guide No.11, Center for Problem-Oriented Policing, U.S. Department of Justice Office of Community Oriented Policing Services, Wisconsin.

¹⁵ *ibid.*

¹⁶ Nelson, D. & Perrone, S. (2000). *Understanding and Controlling Retail Theft*. Trends and Issues Paper, AIC: Canberra.

Cost of retail crime

Although steal from retail is technically classified as a property crime, the consequences of shoplifting are both real and human. The Australian Retailers Association estimates that retail theft costs businesses nationally more than \$4 billion each year and that significant profits are being lost to shrinkage, estimated at around two per cent in the retail sector.¹⁷ These losses could potentially translate into job cuts or even the collapse of businesses.

Smaller retailers in particular were found to suffer higher rates of shrinkage due to their inability to identify retail crime and reduce it. On the other hand, larger businesses are in a better position to withstand financial losses and spend more on security. Research has also found that smaller retailers may be reluctant to spend money on tools to collect data on losses.¹⁸

The problem is further complicated by the move of some retailers towards self-service checkouts. While more convenient for customers, self-service checkouts often mean there are fewer shop assistants and therefore less human surveillance and guardianship over the front of the store. Subsequently, potential offenders may have more opportunity to carry out the crime and less chance of being apprehended. Therefore the costs saved by having fewer staff on the shop floor need to be considered in light of the costs of customer theft.

In conjunction with less staff, the sales generated from easy customer access to goods needs to be considered in light of the costs incurred by increased opportunities for offenders. The more accessible a product is, for example, floor stock outside of the store's security entrance or stock "hidden" in blind corners, the more likely a shoplifter will perceive less risk in being apprehended. Simple measures to increase detection, such as electronic article surveillance (EAS or "tagging"), removing obstacles to increase sightlines and blind corners and displaying dummy products on the shop floor, can reduce the opportunities and rewards offenders perceive in stealing certain goods.

Finally, in relation to costs to retailers, shoplifting adds to store security expenses. Currently the GRTB provides the best estimate of the retail industry's expenditure on loss prevention. Globally loss prevention spending in 2009 amounted to \$24.5 billion, which was equivalent to 0.31 per cent of retail sales. Noteworthy however is that due to the economic recession there was a reduction in expenditure on loss prevention from previous years, and this translated into increased theft worldwide.¹⁹

Table 5 presents global spending on loss prevention as a percentage of sales. Evident is that during the 2008–09 financial year, Australia spent considerably more on loss prevention as a percentage of overall sales in comparison to other regions around the globe.

¹⁷ Australian Retail Association website. Available at http://www.retail.org.au/index.php/xarpages/ara_home/retail_services/ara_security

¹⁸ Nelson, D. & Perrone, S. (2000). *Understanding and Controlling Retail Theft*. Trends and Issues Paper, AIC: Canberra.

¹⁹ Centre for Retail Research (2009) *Global Retail theft Barometer 2009 – The Worldwide Shrinkage Survey*, Centre for Retail Research: England.

Table 5 – Spending on Loss Prevention as a Percentage of Sales by Region

Country/region	Loss prevention/ security costs	Loss prevention costs as % of sales
Australia	\$499m	0.35
Asia-Pacific	\$2,517m	0.17
North America	\$11,569m	0.40
Middle East	\$95m	0.20
Latin America	\$644m	0.18
Europe	\$9,723m	0.29
Global	\$24,548m	0.31

Source: Global Theft Barometer Survey 2009.

Research also indicates that the costs suffered by society as a result of retail crime are often as large as the crime-related costs of retailers. Costs associated with retail theft are inevitably absorbed by consumers through increased prices for goods (up to an additional seven cents per dollar²⁰); enforcement and court costs; and installation of security systems and other prevention measures. According to the 2010 GRTB, the global costs of shrinkage costs families an additional \$186 per year.

²⁰ Highlights from 2010 GRTB survey. Available at <http://www.globalretailtheftbarometer.com/high.html>