



## Table of Contents

Introduction.....	6
Economic Pressures Directly Linked to Increase in Theft.....	7
Measuring Supermarket Shrink.....	9
Attributing Shrink.....	11
Employee Theft.....	13
Incidents of Employee Theft.....	13
Value of Cash and Merchandise Recovered.....	14
Employee Theft by Location.....	14
Types of Employee Theft.....	15
Employee Terminations as a Result of Employee Theft.....	16
Shoplifting.....	17
Number of Shoplifters Apprehended.....	17
Items Most Frequently Shoplifted.....	17
Releasing or Prosecuting Shoplifters.....	18
Civil Recovery.....	18
Organized Retail Crime (ORC).....	19
Other Forms of Theft.....	21
Worthless Checks.....	21
Money Transactions.....	21
Gift Card Fraud.....	22
Robberies.....	23
Preventative Measures.....	24
Closed Circuit Television (CCTV).....	24
Exception Monitoring.....	25
Locked Products.....	25
Biometric Readers.....	26
Employee Hotlines.....	26
Loss Prevention Training and Personnel.....	27
Education Opportunities.....	28
Emergency Preparedness.....	28
Loss Prevention Outsourcing.....	29
PCI Compliance.....	29
Compliance Audits.....	29
Top Performers.....	31
ORC: A \$30 Billion Problem.....	33
Detailed Tables.....	40
<i>Respondent Profile</i> .....	40
<i>Number of Stores Operated by 2008 Annual Sales</i> .....	41
<i>Annual Shrinkage as a Percentage of Retail Sales</i> .....	41
<i>Change in Annual Shrink</i> .....	42
<i>Rating the Impact of Loss Categories</i> .....	43



Attributing Annual Shrink .....	44
Incidents of Employee Theft.....	45
Value of Cash/Merchandise Recovered .....	46
Employee Theft by Location in the Store .....	47
Type of Employee Theft.....	48
Employee Terminations as a Result of Employee Theft.....	49
Employee Prosecutions as a Result of Employee Theft .....	50
Employee Civil Recovery Cases as a Result of Employee Theft.....	51
Threshold for Prosecuting Employees .....	52
Incidents of Shoplifting.....	53
Total Dollar Value Recovered From All Shoplifters.....	54
Civil Recovery.....	55
Money Demanded and Recouped Through Civil Recovery.....	56
Organized Retail Crime as a Threat to Your Company .....	57
Assessing Organized Retail Crime .....	58
Organized Retail Crime Resources.....	59
Benefit Denial Systems .....	60
Organized Retail Crime Databases.....	61
Acceptance of Worthless/Counterfeit Checks .....	62
Bad Checks .....	63
Total Dollar Amount of Worthless/Counterfeit Checks .....	64
Credit and Debit Card Fraud Loss .....	65
Money Services .....	66
Gift Card Sales .....	67
Gift Card Fraud.....	68
Preventing Gift Card Fraud.....	69
Cash/Merchandise Taken in Robberies .....	70
Electronic Equipment .....	71
Areas Where CCTV Is Used in Distribution Centers .....	72
Areas Where CCTV Is Used in Retail Stores.....	73
Areas Where CCTV Is Used in Corporate Offices .....	74
Point-of-Sale Exception Monitoring .....	75
Point-of-Sale Exception Auditing.....	76
Tracking Inventory Shrink by SKU .....	77
Locked Merchandise.....	78
Use of Biometric Readers .....	
Employee Hotline Program.....	
Loss Prevention Training for Personnel .....	
Length of Classroom Training.....	
Length of On-the-Job Training.....	
Education Opportunities for Loss Prevention Personnel.....	
Methodology.....	
FMI Resources .....	