

2006



Supermarket Security & Loss Prevention

TABLE OF CONTENTS

INTRODUCTION	3
MEASURING SUPERMARKET SHRINK	4
ATTRIBUTING SHRINK	6
EMPLOYEE THEFT.....	7
SHOPLIFTING	11
ORGANIZED RETAIL THEFT	14
OTHER FORMS OF THEFT.....	15
Worthless Checks.....	15
Money Transactions	16
Robberies	16
Self-Checkout	18
PREVENTATIVE MEASURES	20
Closed Circuit Television	20
Exception Monitoring	21
Biometric Readers	23
Employee Hotlines	23
Loss Prevention Training and Personnel.....	23
Loss Prevention Budget	24
TOP PERFORMERS	27
DETAILED TABLES.....	31
Respondent Profile.....	31
Number of Stores Operated by 2005 Annual Sales.....	31
Methods Used to Measure Shrink.....	32
Tracking Inventory Shrink by SKU	33
Change in Annual Shrink.....	34
Annual Shrinkage as a Percentage of Retail Sales.....	35
Rating the Impact of Loss Categories	36
Attributing Annual Shrink.....	37
Incidents of Employee Theft	38
Value of Cash and Merchandise Recovered	39
Employee Theft by Location in the Store	40
Type of Employee Theft.....	41
Employee Terminations as a Result of Employee Theft in 2005.....	42
Threshold for Prosecuting Employees	43
Shoplifters Apprehended per Company	44
Total Dollar Value Recovered From all Shoplifters	45
Apprehended Shoplifter Policies	46
Civil Recovery	47
Money Demanded and Recouped Through Civil Recovery	48
Organized Retail Theft.....	49
Organized Retail Theft as a Threat to your Company	50
Organized Retail Theft and Senior Management	51
Acceptance of Worthless /Counterfeit Checks.....	52
Total Dollar Amount of Worthless/Counterfeit Checks	53
Credit and Debit Card Fraud Loss.....	54
Total Amount of Counterfeit Money Accepted.....	55
Gift Card Sales.....	56
CCTV.....	57
Point-of-Sale Exception Monitoring.....	58
Use of Biometric Readers and Counterfeit Money Detection Devices	59
Employee Hotline Program	60
Length of Classroom Training.....	61
Length of On-the-Job Training.....	62
Training for Loss Prevention Personnel	63
METHODOLOGY.....	64