



**COMPANY AND STORE CHARACTERISTICS**

1. Of the following types of retail stores, **which best describes your company?** (Please choose only **one**.)

- (01)  auto parts, tires & accessories
- (02)  books & magazines
- (03)  books, magazines & music
- (04)  cameras & photography
- (05)  cards, gifts, floral & novelties
- (06)  consumer electronics, computers & appliances
- (07)  convenience store or truck stop
- (08)  crafts & hobbies
- (09)  department store
- (10)  discount or mass merchandise store
- (11)  drug store or pharmacy
- (12)  entertainment media/games, videos & music
- (13)  furniture
- (14)  home improvement, building, hardware, lumber & garden supply
- (15)  household furnishings and housewares
- (16)  jewelry and watches
- (17)  liquor, wine, beer, or tobacco products
- (18)  office supplies & stationery
- (19)  optical goods & services
- (20)  pets & animal supplies
- (21)  shoes & footwear
- (22)  specialty accessories
- (23)  specialty children's apparel
- (24)  specialty women's apparel
- (25)  specialty men's apparel
- (26)  specialty men's & women's apparel
- (27)  sporting goods and recreational products
- (28)  supermarket & grocery
- (29)  toys
- (30)  warehouse club or supercenter
- (31)  other (specify: \_\_\_\_\_)

2. What was the **sales volume** for your company in fiscal 2005 (typically ending January 31, 2006)?  
\$ \_\_\_\_\_ .00

3. **How many stores** did your company operate at the end of calendar year 2005?  
Total stores = \_\_\_\_\_

4. What is the **average square footage of your typical store's selling area?**  
Average square footage = \_\_\_\_\_

5. At the end of the fiscal year 2005, how many **total employees** were working for your company?

- (a) Store level (mgrs. & sales associates) \_\_\_\_\_
- (b) Total company wide \_\_\_\_\_

6. What percent of your **employees** work?

- (a) Part Time \_\_\_\_\_%
  - (b) Full Time \_\_\_\_\_%
  - (c) Temporary/Contract \_\_\_\_\_%
- (a)+ (b) + (c) = 100%

7. What was your firm's **turnover percentage** in fiscal 2005?

- (a) Sales associates \_\_\_\_\_%
- (b) Management personnel \_\_\_\_\_%

**INVENTORY SHRINKAGE**

8. What was your firm's fiscal **2005 inventory shrinkage at retail** (excluding damages and spoilage)?

- (a) 2005 sales: \$ \_\_\_\_\_
- (b) Shrinkage **at retail** value\*: \$ \_\_\_\_\_
- (c) Shrinkage % (b÷a=c): \_\_\_\_\_%

*\*Example: If you typically report shrinkage at cost, please convert the cost value of your reported shrinkage \$ to retail value per the following example. Be sure to use retail sales (gross sales minus returns):*

Cost value of shrinkage	\$100
YE gross margin %	48%
Cost of goods % (100% - gross margin %)	52%
Retail value of shrinkage (cost shrinkage \$ ÷ cost %)	\$192

9. Is this an **increase** \_\_\_\_\_ or **decrease** \_\_\_\_\_ from the prior year?

10. Based upon your investigations, what is your best estimate of the **proportion of inventory shrinkage** (merchandise only) attributable to the following sources:

- (a) Employee theft \_\_\_\_\_%
  - (b) Shoplifting/Shop theft \_\_\_\_\_%
  - (c) Administrative and paperwork error \_\_\_\_\_%
  - (d) Vendor fraud or error \_\_\_\_\_%
- (a) + (b) + (c) + (d) = 100%

**LOSS PREVENTION DEPARTMENT**

11. How many **employees work within the L.P. Department?** (Do not include Contract Personnel, Audit, Safety, Inventory Control, Sales Associates or Store Managers.)

	Total Company	In Typical Store
(a) Exempt:	_____	_____
(b) Non-exempt:	_____	_____
(c) <b>Total:</b>	_____	_____



12. What is the size of your **budget for security & loss prevention only** as a percentage of your 2005 sales?

- (a) Payroll expenses: \_\_\_\_\_ %
- (b) Other non-capital expenses: \_\_\_\_\_ %
- (c) Capital expenses: \_\_\_\_\_ %
- (d) **Overall:** \_\_\_\_\_ %

### NON-SHRINKAGE FINANCIAL LOSS

13. What was your firm's **fiscal 2005 cash shortage**?

- (a) 2005 cash sales \$ \_\_\_\_\_
- (b) Cash shortage \$ \_\_\_\_\_
- (c) Cash shortage % (b ÷ a = c) \_\_\_\_\_ %
- (d) Is this number **greater** than last year?  
\_\_\_\_\_ Yes \_\_\_\_\_ No

14. What was your firm's **fiscal 2005 check loss**?

- (a) 2005 check sales \$ \_\_\_\_\_
- (b) Check shortage \$ \_\_\_\_\_
- (c) Check shortage % (b ÷ a = c) \_\_\_\_\_ %
- (d) Is this number **greater** than last year?  
\_\_\_\_\_ Yes \_\_\_\_\_ No

15. What was your firm's **fiscal 2005 bank or proprietary credit card loss** (fraud chargebacks)?

- (a) 2005 credit card sales \$ \_\_\_\_\_
- (b) Chargeback \$ \_\_\_\_\_
- (c) Chargeback loss % (b ÷ a = c) \_\_\_\_\_ %
- (d) Is this number **greater** than last year?  
\_\_\_\_\_ Yes \_\_\_\_\_ No

16. Based upon actual case investigations, what were your firm's total **2005 returns and estimated losses due to refund fraud**?

- (a) Returns \$ \_\_\_\_\_
- (b) Refund fraud \$ \_\_\_\_\_
- (c) Is this number **greater** than last year?  
\_\_\_\_\_ Yes \_\_\_\_\_ No

17. What were the total losses due to **internet fraud** (only if your firm conducts internet sales)?

- (a) Is this number **greater** than last year?  
\_\_\_\_\_ Yes \_\_\_\_\_ No

### EMPLOYEE INTEGRITY SCREENING

18. Place a **check mark in the box beside each of the following employee integrity screening options** that your firm currently utilizes. Check the **M** box if the procedure applies to Management selection. Check the **NM** box if the procedure applies to Non-management. Check the **P** box if the procedure applies to Professionals (such as Pharmacists). Check as many boxes as apply for each item.

- (a) M NM P bonding + -
- (b) M NM P credit checks + -
- (c) M NM P criminal conviction checks + -
- (d) M NM P worker's compensation claims + -
- (e) M NM P driving history + -
- (f) M NM P pre-employment honesty testing + -
- (g) M NM P drug screening (laboratory) + -
- (h) M NM P handwriting analysis + -
- (i) M NM P verify past employment history + -
- (j) M NM P personal reference checks + -
- (k) M NM P mutual protection association + -
- (l) M NM P multiple interviews + -
- (m) M NM P education verification + -
- (n) M NM P computer-assisted interview + -

19. Looking again at the above list, **circle the plus (+)** following those screening procedures which you intend to **begin or increase** utilizing during the next 12 months.

20. Looking again at the above list, **circle the minus (-)** following those screening procedures which you intend to **stop or decrease** utilizing during the next 12 months.

### AWARENESS PROGRAMS

21. Place a check mark in the box beside each of the following **loss prevention awareness programs** which your firm uses. (Check only those in which loss prevention material is incorporated.)

- (a)  discussion during new hire orientation + -
- (b)  periodic programs and lectures + -
- (c)  training video tapes + -
- (d)  training audio tape/announcements + -
- (e)  bulletin board notices and posters + -
- (f)  paycheck stuffers + -
- (g)  newsletters + -
- (h)  anonymous telephone "hot-line" + -
- (i)  honesty incentives (e.g., cash & gifts) + -
- (j)  code of conduct + -
- (k)  in-store, employee LP committees + -



- (l)  employee surveys about LP issues + -
  - (m)  internet, web-based communications + -
  - (n)  CD-ROM or internet interactive training + -
22. Looking again at the above list, **circle the plus (+)** following those programs which you intend to **begin or increase** involvement in during the next 12 months.
23. Looking again at the above list, **circle the minus (-)** following those programs which you intend to **stop or decrease** involvement in during the next 12 months.

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### ASSET CONTROL POLICIES

24. Place a check mark in the box beside each of the following **asset control policies** that your firm currently utilizes.
- (a)  employee package checks + -
  - (b)  void controls + -
  - (c)  refund controls + -
  - (d)  POS exception-based reporting + -
  - (e)  electronic access control to cash handling area + -
  - (f)  trash removal controls + -
  - (g)  price change controls + -
  - (h)  inter-store transfer controls + -
  - (i)  unobserved exit (back door) controls + -
  - (j)  detailed merchandise receiving controls + -
  - (k)  POS bar coding and scanning + -
  - (l)  inventory bar coding and scanning + -
  - (m)  checking account verification service + -
25. Looking again at the above list, **circle the plus (+)** following those policies which you intend to **begin or increase** involvement in during the next 12 months.
26. Looking again at the above list, **circle the minus (-)** following those policies which you intend to **stop or decrease** involvement in during the next 12 months.

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### LOSS PREVENTION SYSTEMS & PERSONNEL

27. Place a check mark in the box beside each of the following **loss prevention systems** that your firm currently utilizes.
- (a)  ink/dye benefit denial tags + -
  - (b)  acousto-magnetic, electronic security tags + -
  - (c)  RF electronic security tags + -
  - (d)  RFID merchandise tags + -
  - (e)  microwave electronic security tags + -

- (f)  vendor/source acousto-magnetic tagging + -
  - (g)  vendor/source RF tagging + -
  - (h)  shoplifting deterrence signage + -
  - (i)  burglar alarms + -
  - (j)  silent alarms + -
  - (k)  drop safes + -
  - (l)  timed entry safes + -
  - (m)  secured display fixtures + -
  - (n)  merchandise alarms + -
  - (o)  live, visible CCTV + -
  - (p)  live, hidden CCTV + -
  - (q)  simulated, visible CCTV + -
  - (r)  POS exception-based CCTV interface + -
  - (s)  POS data mining + -
  - (t)  digital video recorders + -
  - (u)  observation mirrors + -
  - (v)  cables, locks and chains + -
  - (w)  observation booths + -
  - (x)  plain clothes store detectives + -
  - (y)  uniformed guards + -
  - (z)  fitting room attendants + -
  - (aa)  mystery or honesty shoppers + -
  - (bb)  armored car deposit pickups + -
  - (cc)  check approval database screening systems + -
  - (dd)  remote CCTV audio & video + -
  - (ee)  web-based case management and reporting + -
  - (ff)  door greeter/receipt checker + -
28. Looking again at the above list, **circle the plus (+)** following those systems which you intend to **begin or increase** involvement in during the next 12 months.
29. Looking again at the above list, **circle the minus (-)** following those systems which you intend to **stop or decrease** involvement in during the next 12 months.

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### DISHONEST EMPLOYEES

30. How many **dishonest employee apprehensions, terminations, prosecutions and civil demands** were made in 2005?
- (a) Apprehensions \_\_\_\_\_
  - (b) Terminations \_\_\_\_\_
  - (c) Prosecutions \_\_\_\_\_
  - (d) Civil demands \_\_\_\_\_
31. Average **dollar loss** per dishonest employee case?  
\$ \_\_\_\_\_



32. What was the average **length of time** worked by dishonest employees?  
\_\_\_\_\_ months

**EXTERNAL RETAIL CRIME**

33. Does your company **make shoplifting apprehensions**? \_\_\_\_\_ Yes \_\_\_\_\_ No

34. Does your company allow **non-LP personnel** to make shoplifting apprehensions?  
\_\_\_\_\_ Yes \_\_\_\_\_ No

If **Yes** to the above question, are these personnel **trained** first?  
\_\_\_\_\_ Yes \_\_\_\_\_ No

35. How many **shoplifting apprehensions (stops), prosecutions and civil demands** were made in 2005?

- (a) Apprehensions (stops without referrals) \_\_\_\_\_
- (b) Prosecutions (law enforcement referrals) \_\_\_\_\_
- (c) Civil demands \_\_\_\_\_

36. Dollar amount for a **non-referral**?  
\$ \_\_\_\_\_

37. Average **dollar loss** per shoplifting incident?  
\$ \_\_\_\_\_

38. Number of **burglaries** in 2005? \_\_\_\_\_  
average loss per burglary \$ \_\_\_\_\_

39. Number of **robberies** in 2005? \_\_\_\_\_  
average loss per robbery \$ \_\_\_\_\_

40. Percent of **shoplifting attributed to**?  
% amateurs \_\_\_\_\_  
% professionals \_\_\_\_\_

41. What percent of shoplifters that you apprehend are using **foil-lined bags**?  
% \_\_\_\_\_

42. Number of cases linked to **organized retail crime rings** in 2005?  
\_\_\_\_\_

43. **Average dollar loss per case** attributed to organized retail crime rings in 2005?  
\$ \_\_\_\_\_

44. Does your loss prevention department have a **special task force** focusing exclusively on organized retail crime?  
\_\_\_\_\_ Yes \_\_\_\_\_ No

45. What percent of organized retail crime investigations also **involved local, state or federal law enforcement officers**?  
% \_\_\_\_\_

46. What percent of organized retail crime cases **resulted in prosecution**?  
% \_\_\_\_\_

47. **Compared to last year**, is organized retail crime  
 increasing?  
 remaining the same?  
 decreasing?

48. Does your company offer **gift cards**?  
\_\_\_\_\_ Yes \_\_\_\_\_ No

If **Yes** to the above question, answer the following:

49. What were your firm's fiscal year 2005 **gift card total sales**? \$ \_\_\_\_\_

50. Can you **add value** to the gift card after the initial purchase?  
\_\_\_\_\_ Yes \_\_\_\_\_ No

51. Based upon actual case investigations, what were your firm's fiscal year 2005 **dollar losses attributable to gift cards**? \$ \_\_\_\_\_

52. How does your firm **account** for losses attributable to gift cards? (check the most commonly used category)

- (a)  cash shortage
- (b)  credit chargeback
- (c)  other (explain) \_\_\_\_\_

53. Based upon your **actual case investigations**, what is your **best estimate** of the various sources of fiscal year 2005 gift card losses?

- (a) From dishonest employees? \_\_\_\_\_%
- (b) From counterfeit or skimmed cards? \_\_\_\_\_%
- (c) From stolen cards? \_\_\_\_\_%

**Thank you very much for your assistance in our research project. If you have any further questions, please feel free to call me at 352-392-1025 (ext. 217) or Email rhollin@crim.ufl.edu.**

**Please return this confidential and anonymous questionnaire to:**

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