

Victims of Crime amongst Businesses and Organisations

Summary

The Dutch Ministries of Justice and of the Interior and Kingdom Relations wish to develop a sector-specific policy to reduce crime that is affecting businesses and organisations in the Netherlands. The two ministries intend to tackle crime and improve security in cooperation with the various industries. In order to determine the focus of this policy, a great deal of information is required about the present crime and security situation of businesses and organisations.

Commissioned by the Ministries of Justice and the Interior and Kingdom Relations and in cooperation with research and consultancy firm ES&E, NIPO *Consult* introduced the 'Monitor Businesses and Organisations' (MBI) in three sectors in the year 2000. The tool developed gives a reliable image of the status and trends in crime and security, the practice of security facilities in all sectors in the Netherlands and the role of the police. In addition, the monitor should inspire interested parties to develop activities in the field of crime prevention.

The Ministries of Justice and the Interior and Kingdom Relations have decided to carry out the monitor periodically. The first measurement amongst businesses and organisations in all industry sectors and in the public domain was held this year. This measurement should be considered a zero measurement. Follow-up measurements should map out developments in crime.

The sectors under study are:

- Agriculture, hunting and forestry, fishing;
- Manufacturing industry;
- Building industry;
- Retail industry and car repair;
- Wholesale industry;
- Catering;
- Transport, storage and communication;
- Financial organisations and business services;
- Public government and education;
- Health care and welfare;
- Culture, recreation and other services.

The fieldwork for this zero measurement of the MBI took place between early February and late April 2002. A total of 5,141 business and organisation establishments were interviewed by telephone regarding their crime and security situation in the twelve months prior to the study. The response percentage amongst the establishments approached, 45%, was very high for a business-to-business study.

The Monitor rapport

This report sets out the results of the zero measurement for the eleven sectors.

We have opted for describing the crime and security situation in the sectors studied. The offences are pivotal in this report. For each offence we will deal with a number of issues: the degree to which the offences occur, the damage, the behaviour of registering and reporting to the police and the offender. To clarify the differences, the summary sets out the parameters for the various offences, sectors and police regions. For more information about the study set-up and the methods used, please refer to the appendix.

The majority of all businesses does not regard crime as a serious problem, despite the fact that half is affected by crime.

Less than one tenth (7%) of all businesses and organisations considers crime a serious problem. Crime is somewhat of a problem for more than one quarter (27%). According to two-thirds of all businesses (66%) crime does not play any role. On the other hand, in the twelve months prior to the research half (51%) of all businesses and organisations fell victim to some form of crime. An estimated total of more than 5,000,000 offences were committed.

1 / Crime occurrence per sector

	<i>% businesses and organisations affected by crime</i>	<i>% businesses and organisations that consider crime a problem</i>
Agriculture	33	26
Manufacturing industry	43	29
Building industry	47	23
Retail industry	67	53
Wholesale industry	51	28
Catering	59	34
Transport, storage and communication	53	35
Financial and business services	43	22
Public government and education	75	49
Health care and welfare	60	45
Culture, recreation and other services	47	29
Total	51	34

Source: NIPO, 2002

Basis: all businesses and organisations (n=5.141)

Victims of more than one type of crime

Almost one quarter of all businesses and organisations (23%) was affected by multiple types of crime.

2 / Victims (of more than one type of crime)

<i>Victims of ...</i>	<i>%</i>	
0 offences	49	
1 type of offence	28	
2 types of offences	15	23% victims of more than one type of crime
3 or more types of offences	8	
Total	100	

Source: NIPO, 2002

Basis: all businesses and organisations (n=5.141)

Theft most frequent form of crime

Theft and vandalism occurs in almost one out of five establishments (both offences 19%). Due to the high frequency with which theft takes place in the establishments affected, we estimate the total number of offences at around 2,000,000. The summary below sets out the base figures per offence.

3 / Crime occurrence per offence, total for all businesses and organisations

	<i>% businesses and organisations where offence occurs</i>	<i>Average frequency with which offence occurs in affected businesses and organisations (times per year)</i>	<i>Estimated number of offences</i>
Burglary	15 (1)		
Burglary in buildings	10	1.6	130,000
Burglary in means of transport	8	2.1	100,000
Theft	19		
from buildings (or shops)	14	19.9	2,130,000
from means of transport	4	3.3	57,000
of means of transport	2	1.9	14,000
Vandalism, arson, graffiti	19		
vandalism to buildings	13	4.6	450,000
vandalism to means of transport	9	2.8	100,000
Fraud	10		
from outside the company	9	4.2	285,000
by own staff	1	(5.9) (2)	(51,000) (2)
Computer crime	11	15	1,180,000
Violent crime	7	8.5	440,000
Other crime	5	21.3	712,000

Source: NIPO, 2002

Total damage (3) caused by crime estimated at 1.3 billion euro per year
Businesses and organisations suffer most from direct damage caused by burglary and theft. The table below presents a summary of the estimated damage amounts.

4 / Estimated direct and indirect damage in million euro

	<i>Direct damage</i>	<i>Indirect damage</i>	<i>Estimated total damage per offence for all businesses and organisations</i>
burglary	340	60	400
theft	345	60	405
vandalism	140	20	160
fraud	140	38	178
computer crime	26	27	53
violent crime	6	4	10
other crime	47	35	82
Total	1,044	244	1,288

Source: NIPO, 2002

Basis: victim of offence

The registration and report behaviour varies per offence

We make a distinction between *registering* an offence and *reporting* an offence. Making an actual report means that an official report or standard report form is drawn up and signed at the police station. Registering an offence is informing the police in the broadest sense of the word, and therefore includes reporting a crime. If a business

or organisation has fallen victim to burglary, this is usually reported to the police. On the other hand, establishments confronted with computer crime rarely report this.

5 / Crime reporting and registration behaviour

	<i>% of affected businesses and organisations that registers the offence with the police</i>	<i>Frequency with which businesses and organisations that register an offence do such on average (per year)</i>	<i>Estimated number of registrations of offence for all businesses and organisations</i>	<i>% of offences that is registered</i>	<i>% of affected businesses and organisations that reports the crime at the police station</i>
Burglary	85	1.8	175,000	76%	42
Theft	57	3.8	300,000	14%	31
Vandalism	43	2.5	151,000	28%	20
Fraud	20	3.1	46,000	14%	10
Computer crime	2	-	-	-	2
Violent crime	50	2.5	67,000	15%	22
other crime	38	3.5	41,000	6%	14

Source: NIPO, 2002

Businesses and organisations that do not register offences usually do this because they do not expect anything to come from it.

6 / Reasons not to register offences with the police (% of those who do not register offences)

	<i>Burglary</i>	<i>Theft</i>	<i>Vandalism</i>	<i>Fraud</i>	<i>Comp. crime.</i>	<i>Violent crime</i>	<i>Other crime</i>
	%	%	%	%	%	%	%
police won't act anyway	39	35	43	16	22	30	31
took care of problem personally	17	23	30	45	44	53	38
insurance does not cover damage (regardless of report)	25	17	17	7	6	-	8
damage too insignificant	34	47	40	19	27	9	9
no time	16	23	13	7	9	9	
unhappy with police during last report	8	8	10	4	3	4	-
insurance will compensate damage even without report	4	-	8	-	-	2	-
fear for reprisals from offender	-	-	-	-	-	5	-
Risk of negative publicity	-	-	-	-	-	-	5
No (concrete) evidence	-	-	-	-	-	-	8
Didn't think / didn't consider	-	-	-	7	5	-	-
Not serious enough	-	-	-	-	-	7	-
Registered with other organisation	-	-	-	6	-	-	-

Source: NIPO, 2002

Basis: offence not registered

Half of all businesses and organisations are satisfied with the way the police deals with offence registration

Almost half (49%) of all businesses and organisations that register a crime with the police are satisfied or very

satisfied about the way the police acts. Determining factors for this sense of satisfaction are the fast and correct handling of registrations and reports by the police and the police's problem-solving capacities. However, the other half (51%) of all businesses that register offences with the police is not expressly satisfied with how the police work. Particularly the (apparent) passive attitude of the police and the absence of any visible results are reasons for dissatisfaction.

Circle in which crime offenders operate usually unknown

The list of possible offenders varies depending on the offence. The offender is unknown in most cases. Customers are relatively often suspected by the establishments of committing offences of theft and violence.

7 / The suspected offender(s)

	<i>Burglary</i>	<i>Theft</i>	<i>Vandalism</i>	<i>Fraud</i>	<i>Comp. crime</i>	<i>Violent crime</i>	<i>Other crimes</i>
	%	%	%	%	%	%	%
unknown	87	51	77	40	61	17	40
customer / client	2	31	9	15	6	52	23
criminal organisation	5	2	1	15	-	3	5
permanent member of staff	1	5	1	11	1	3	8
hired member of staff	-	1	-	2	-	3	1
supplier / engineer / cleaner	-	-	-	6	-	1	1
a neighbour	-	-	3	-	-	-	5
anonymous virus distributor	-	-	-	-	27	-	-
other / don't know	5	9	9	11	5	21	17

Source: NIPO, 2002

Basis: victim of offence

One in five businesses and organisations seeks advice about crime prevention

One in five (21%) businesses and organisations seeks advice about crime prevention, particularly about electronic security (69%) and prevention of theft by third parties (65%). Most businesses and organisations seek advice from security firms (34%). More than one quarter (28%) goes to the police.

The larger businesses and organisations in particular take prevention measures

Three quarters (74%) of all businesses and organisations takes prevention measures in or near buildings and/or means of transport, usually a loud alarm (45%), quiet alarm (37%) or extra locks (34%). Larger businesses take more prevention measures more frequently than smaller businesses.

The total investment in prevention measures is estimated at some €620 million.

Few businesses and organisations participate in projects

6% of all businesses and organisations takes part in projects targeting crime, public order and security. The bigger the establishment, the more businesses and organisations take part in projects. Most popular amongst businesses and organisations that take part in projects are the security projects for the surrounding district (27%). Projects aimed at general crime prevention attract a quarter (23%) of participating projects. The projects are usually organised by the police (41%). In other cases the organisation is in the hands of the municipality (17%), the neighbourhood committee (11%) or the establishment itself (10%).

The picture of crime is incomplete because the management is not informed and the registration system is not used

In two thirds of all businesses and organisations (66%) the management believes that staff always reports any crime found to the establishment's management. In almost one in ten establishments (9%) staff never informs the management.

One quarter of all businesses and organisations (26%) registers the offences found.

One third of all establishments that registers crime does so by keeping a record of the reports (34%). Almost one third (31%) has its own registration system.

Base figures per sector

Agriculture, hunting and forestry, fishing

The crime situation in agriculture is less worrying than in the other sectors. Some form of crime has affected one third (33%) of all businesses. An estimated total of almost 150,000 offences per year are committed in this sector, causing damages of about 60 million euro. Vandalism is the most occurring type of crime. In more than half of all cases this concerns vandalism to a means of transport.

Manufacturing industry

Two out of five businesses (43%) are affected by crime. The entire industrial sector falls victim to more than 200,000 offences. This involves a total of some 100 million euro in damages. Based on the number of offences fraud is the most common (64,000 times). Businesses affected by fraud rarely register such with the police (13%).

Building industry

Almost half of businesses (47%) is affected by crime. An estimated 200,000 offences are committed on average, causing total damages of around 130 million euro. Theft is the most frequent offence. Within the sector crime occurs most frequently in the sub sector of 'civil and utility construction'. DIY and finishing businesses, which are also covered by this sector, are less affected by crime.

Retail industry and car repair

Compared to the average across all sectors, the issue of crime in this sector is remarkable: two thirds of all businesses (67%) are affected by some form of crime. It is estimated that more than 3 million offences are committed. The total damage is estimated at some 420 million euro. The retail industry in particular is affected by theft: almost half of all businesses (44%) is affected by this. The damage, which the sector suffers through theft, is estimated at some 200 million. In almost half of all incidents of thefts a customer is held responsible.

Wholesale industry

Half (51%) of the wholesale industry businesses is affected by crime. The total number of offences is estimated at about 300,000. The total damage is more or less 125 million euro. Compared to other sectors, fraud takes place in a considerable number of businesses (15%). However, compared with other sectors affected by fraud, damage is restricted to a few million euros. Burglaries in almost one fifth (19%) of all businesses cause the most damage.

Catering

More than half (59%) of all businesses is affected by crime. Every year an estimated 290,000 offences are committed. The total damage is some 50 million euro. Vandalism is a frequent offence in catering establishments. More than one quarter (28%) of all catering businesses is affected. In two out of five cases a customer is suspected of vandalism. Almost one in five businesses (17%) is affected by crime directed at guests or visitors. This mainly involves burglaries from guests' cars (18% of all affected businesses), robbery (16%), theft of possessions (15%) and assault (14%). The suspected offender is usually another guest or visitor.

Transport, storage, communication

About half of all businesses (53%) is affected by crime. Some 190,000 offences are committed causing damage totalling more than 60 million euro. Relatively speaking, businesses operating in the sectors of transport, storage and communication are much affected by vandalism to means of transport (18%). Tram and taxi companies in particular are affected (32% of all businesses within this industry). As to theft, the communication businesses are most affected (31%). Within the sector of road transport theft occurs less than average (9%). Almost half (46%) of all businesses and organisations in the sectors of transport, storage and communication takes prevention measures near or on means of transport, usually in the form of a loud alarm.

Financial and business services

Two out of five businesses (43%) are victims of some form of crime. An estimated 500,000 offences are committed each year. The total damage is estimated at around 140 million euro. Relatively speaking, financial and business service providers are little affected by burglary and theft. However, they are relatively often victims of computer crime (21% of all businesses). It is estimated that as a result the sector is suffering damages of about 20 million euro. Almost one quarter (22%) of all businesses affected by computer crime suffers illegal access to or abuse of database files. Yet only few businesses that are victims of computer crime register this with the police (3%).

Public government and education

Crime is frequent in this sector. Three quarters (75%) of the public governments and educational institutes fall victim to offences. A total of more than 120,000 offences are committed causing damages of some 60 million euro. Vandalism is the most frequent (in 62% of all educational institutes and in 43% of all public government organisations). Vandalism prevention is therefore a popular subject for advice. Violent crimes also occur relatively often in many organisations (16%). In more than one in every four (29%) educational institutes that are affected by violent crime, a pupil is the offender. Relatively many organisations register these offences with the police.

Health care and welfare

Organisations in health care and welfare suffer from one or more types of crime (60%) more than average. A total of some 220,000 offences are committed, costing an estimated 60 million euro. As is the case for public government and educational institutes, vandalism (28%) and violent crime (15%) are the types of crime that occur the most. More than half (53%) of all violent crimes are caused by patients or clients. In more than half (59%) of these cases a behavioural disturbance in the patient plays a role.

Culture, recreation and other services

Almost half (47%) of all organisations has been affected by crime directed at the establishment. Every year more than 180,000 offences take place. The damage suffered by the sector is about 80 million euro, mostly caused by burglary and theft.

⁽¹⁾ The figure printed in bold denotes the total percentage. The difference between the total burglaries *from buildings* and burglaries *from means of transport* (totalling 18%) is explained by establishments affected by both types. These establishments are included only once in the overall percentage. The same applies to the other offences.

⁽²⁾ The limited number of observations in this form of crime generates figures that are merely indicative.

⁽³⁾ Damage caused to businesses and organisations as a result of crime based on estimates from interviewees. After removing all peaks, the resulting damage is multiplied by the number of businesses and organisations affected.

Slachtofferschap criminaliteit bij bedrijven en instellingen

J. Visser, R. Frederikse, E. Hermans

Amsterdam, NIPO Consult, 2002