

1 Management Summary

The Trade and Industry Crime Monitor (Monitor Criminaliteit Bedrijfsleven, MCB) aims to provide insight into the occurrence of crime against businesses in the Netherlands and the precautions taken by these businesses in order to fight crime. The MCB enables a fact-based discussion of these businesses' security situation and of the measures which need to be taken to increase security.

The research questions on which the MCB is based are:

- What is the nature and size of crime committed against businesses in the Netherlands?
- What is the nature and size of the damage these businesses suffer as a result of crime?
- Which precautions do businesses take to prevent crime?
- To what extent do businesses register the offences they fall victim to?
- What is the companies' experience with and evaluation of the police?
- Do businesses differ with regards to the above-mentioned aspects?
- How do the MCB results relate to the results of the Monitor Businesses and Organisations' (MBI) which was carried out in 2002? More specifically with regards to the number of companies:
 - which perceive crime to be a problem for their business;
 - which take precautions and/or partake in crime prevention projects;
 - which register offences;
 - which have encountered all offences;
 - which inform the police of offences;
 - which are satisfied with the police.
- Do businesses which have participated in both the MBI 2002 and in the TICM 2004 show changes with regards to victimhood, taking precautions and informing the police of crime?

The research for this project was conducted in five sectors of industry in the Netherlands¹:

- Construction;
- Retail industry and car repair;
- Catering;
- Transport, storage and communication;
- Financial organisations and business services.

This summary offers general answers to the research questions. Differences between sectors will be discussed separately for each question. The overview table in paragraph 1.6 lies at the basis of this chapter. This overview table shows the most important figures related to the research questions. This table also includes the most important reliability margins. Due to effective sampling most margins do not exceed 10%, in accordance with the previously set standards of accuracy for the study's key figures.

¹ This means that the sectors Agriculture, hunting and forestry & fishing, Manufacturing industry, Wholesale industry, Public government & education, Health care & welfare and Culture, recreation & other services are not included within the scope of this measurement.

1.1 What is the nature and size of crime committed against businesses in the Netherlands?

Falling victim to crime is something many businesses accept as a matter-of-fact, although the extent of their acceptance differs among the various sectors. The sectors Construction and Financial and business services appear to be least confronted with crime: roughly 3 out of 10 businesses in these sectors say become victims of some form of crime. The other three sectors are more vulnerable: victimhood varies between 40% and 50%.

Occurrence of more than one type of crime against the same company is lower. Overall, between 8% and 20% of businesses fell victim to more than one type of offence, Retail and Catering suffering more heavily than the other sectors. Within the sector *Transport, storage and communication* we see that 32% of communication businesses are victims of more than one type of crime, a remarkably higher number than among transport businesses (15%).²

Burglary, theft and vandalism are the most common forms of crime. Violence occurs less frequently, although it is not to be neglected in some sectors. Theft committed in Retail businesses is the offence occurring most frequently by far.

² The difference between communications and transport companies is not visible in the overview table in this summary. This distinction will be drawn throughout the report.

*1 | Crime occurrence per offence, total for each sector**

Offence	Construction	Retail	Catering	Transport and communication	Services
Burglary	21.000	42.000	12.000	17.000	34.000
Theft	27.000	1.500.000	49.000	27.000	28.000
Vandalism	24.000	86.000	38.000	19.000	47.000
Violence**	2%	7%	10%	7%	4%

*Figures are based on respondents' estimates

** Only the percentage of businesses which are victim of violent crimes are mentioned here

Source: TNS NIPO, 2004

Patterns in the occurrence of offences in the various sectors appear to be related to the nature of the sector. Transport and communication businesses are the group most often confronted with burglary (20% victimhood as opposed to 11% tot 17% in the other sectors). Theft occurs more frequently in Retail (32% as opposed to 6% to 17% in the other sectors). The number of businesses afflicted by vandalism or violence is the highest in the Catering sector (for percentages see the previously mentioned overview table in paragraph 1.6).

1.1.1 The businesses with the 10% highest number of offences

The businesses suffering the 10% highest number of offences (for burglary, theft and/or vandalism) are characterized as follows:

- These businesses relatively often take precautions against crime, seek advice and participate in projects (relative to the other businesses in their own sector),
- When businesses are frequently struck by a certain type of offence, they usually also deal with other offences more frequently,
- These companies are relatively often big companies. Only in the retail sector these top 10% businesses are relatively often middle-sized companies,
- Businesses conducted from the home are less likely to be included in the category of top 10% victims,
- Businesses which are confronted with a lot of burglary are relatively often situated on the edge of conurbations. The top 10% victims of vandalism and theft are relatively often situated in the centres of conurbations,
- In most sectors, the top 10% victims of burglary account for 25% of all burglaries. In the Transport sector the top 10% victims of burglary account for 37% of all burglaries.
- In all sectors, the top 10% victims of vandalism account for roughly 40% of all acts of vandalism (between 33% to 45%),
- Theft is concentrated in a few sectors. Especially in Retail (10% of the companies accounting for 62% of all thefts), Catering and Transport (58% of all thefts at 10% of the

afflicted companies). This is lower for Services and Construction (38% and 34%, respectively).

1.2 What is the nature and size of the damage suffered by businesses as a result of crime?

Businesses in the Netherlands suffer losses both as a result of *direct* and of *indirect* damage. The total financial loss suffered by all five sectors together is over 700 million euro. The Retail sector makes up for a large part of these losses, especially as a result of theft and burglary.

2 | *Direct and indirect damages in million euro per sector and offence **

	Construction	Retail	Catering	Transport and communication	Services
Burglary	55	89	18	36	84
Theft	40	146	12	22	33
Vandalism	15	34	12	10	24
Other (incl. violence)	10	15	4	6	33
Total	120	284	46	74	175

*Figures are based on respondents' estimates

Source: TNS NIPO, 2004

1.3 Which measures do businesses take against crime?

No company can afford to ignore crime. Each and every business should take precautions in order to defend itself adequately. The chances of falling victim to one or more types of crime might not be the same in every sector, the risk is nonetheless a reality.

Most companies appear to be well aware of this risk. Two-thirds of Construction companies (66%) take precautions against crime. This number is even higher in the four other sectors (varying between 73% and 81%). Overall, the number of businesses which perceive crime as a problem is exceeded by the number of businesses taking precautions against it. It is as though companies acknowledge crime as a fact of life, because – after arming themselves against it - they do not perceive crime to be a problem for their business.

Businesses appear to focus on technical means of crime prevention, such as alarm systems and extra locks on the door. Only in Financial and business Services is human supervision mentioned in the top 10% of precautions (security companies / janitors take the fifth place).

3 | *Top 3 preventive measures per sector*

Construction	Retail	Catering	Transport and communication	Services
Loud alarm	Loud alarm	Loud alarm	Loud alarm	Loud alarm
Extra locks	Silent alarm	Silent alarm	Silent alarm	Silent alarm
Silent alarm	Extra locks	Extra locks	Extra locks	Extra locks

When we look at these precautions according to sector and company size we see the following:

Construction

The overall picture stays the same for companies with fewer than 10 employees. In larger companies fencing takes over the position of locks in the top 3. In companies with 50 or more employees, extra locks disappear from the top 4 altogether, in favour of security companies.

	1	2-4	5-9	10-19	20-49	50-99	100+	Tot.
Loud alarm	31.9	35.9	48.0	53.0	55.6	56.2	57.1	38.9
Extra locks	37.9	33.4	28.6	26.3	22.0	26.4	27.1	33.4
Silent alarm	15.7	25.5	36.7	42.7	49.5	55.2	56.4	26.3
Fencing	13.8	20.5	29.0	33.9	38.0	41.3	45.1	21.4
Security company / night watchman	3.6	5.9	8.5	12.5	19.6	29.9	45.1	7.6

Retail

The overall picture remains the same for the smallest companies. From 5 employees and up camera supervision takes the place of the third most taken precaution. Within companies of 100+ employees the third place is shared with security services. Fencing is more important than extra locks for companies of 50+ employees.

	1	2-4	5-9	10-19	20-49	50-99 (n=79)	100+ (n=35)	Tot.
Loud alarm	37.0	52.5	57.6	64.9	62.6	62.0	54.3	49.8
Silent alarm	24.3	44.8	50.2	62.0	67.6	60.8	60.0	41.4
Extra locks	38.4	26.0	23.8	20.3	17.7	13.9	20.0	28.7
Cameras / infrared	9.9	21.5	25.5	31.5	46.3	55.7	54.3	20.3
Fencing	9.0	11.0	11.8	17.4	16.1	25.3	31.4	11.3
Security company / night watchman	3.0	7.3	10.1	17.1	22.7	38.0	51.4	7.8

Catering

The overall picture remains the same for companies with up to 10 employees. From 10 employees camera supervision becomes more important and from 10 employees upwards security services also.

	1	2-4	5-9	10-19	20-49	50-99 (n=77)	100+ (n=37)	Tot.
Loud alarm	40.3	49.4	55.2	58.2	53.8	40.3	43.2	49.5
Silent alarm	32.9	38.6	47.4	53.4	58.4	45.5	54.1	40.7
Extra locks	30.8	27.4	26.8	27.8	17.9	18.2	18.9	27.5
Cameras / infrared	14.6	17.8	23.0	28.8	44.4	63.6	54.1	20.0
Security company / night watchman	3.4	7.4	10.4	18.1	29.8	44.2	64.9	9.0

(Companies with more than 100 employees relatively often make use of fencing (22%) and admissions procedures (22%). However because of the small sample size in this group these remarks should be interpreted as indicative.)

Transport and communication

The overall picture remains the same for companies with up to 10 employees. For companies with more employees fencing and security services are more important than extra locks. From 20+ employees camera surveillance becomes more important. For companies with 100+ employees security services take up the second place in the ranking.

	1	2-4	5-9	10-19	20-49	50-99	100+	Tot.
Loud alarm	41.3	42.0	49.8	53.0	53.4	53.7	51.3	45.8
Silent alarm	21.9	29.3	36.9	45.1	51.5	54.7	57.7	33.8
Extra locks	29.2	26.2	23.0	16.9	17.5	14.5	16.4	24.0
Cameras / infrared	8.3	10.5	12.6	18.0	23.7	29.9	45.0	13.8
Fencing	11.3	16.5	19.2	25.4	32.1	41.6	33.3	19.2
Security company / night watchman	3.9	9.3	14.6	22.8	31.3	36.4	54.0	14.2

Business and financial Services

In general the picture remains the same for smaller companies, up until 10 employees (even though extra heavy fastenings are also included in the top 3 for one-man businesses). From 10+ employees security services take up the third position, at companies with 100+ employees they take up the second place of most commonly used preventive measures. Camera surveillance is used by many companies of more than 50 employees. These companies often employ fencing in order to prevent crime.

	1	2-4	5-9	10-19	20-49	50-99	100+	Tot.
Loud alarm	35.2	52.4	65.7	62.2	65.2	52.8	52.9	48.0
Silent alarm	24.6	38.4	49.5	52.1	57.1	61.9	65.7	36.1
Extra locks	42.6	32.2	25.2	21.3	22.7	16.9	12.9	34.3
Extra heavy fastenings	25.2	18.7	14.5	12.6	15.0	9.1	12.9	20.3
Cameras / infrared	5.5	8.5	9.3	12.6	21.3	31.2	51.4	8.7
Fencing	4.2	6.6	9.6	11.0	12.9	18.2	18.6	6.7
Security company / night watchman	4.3	9.5	15.3	21.9	28.7	34.6	56.2	10.3

There seems to be little variety in the preventive measures that are taken. This raises the question whether companies really work from an integrated vision of security, which includes re-evaluating their preventive measures from time to time and actively searching for the best mix of measures.

With this question in mind it is interesting to note that the number of companies seeking advice about crime prevention differs per sector and increases along with the seriousness of the issue. Nonetheless only a minority of companies seek advice on crime prevention. The nature of this advice is confined to technical aspects, mostly related to electronic security and theft prevention.

4 | Percentage of companies seeking advice

Sector	%
Construction	12
Retail	25
Catering	21
Transport and communication	19
Financial and business Services	17

Source: TNS NIPO, 2004

The number of companies participating in projects together with the police or municipality is small, not exceeding 10% in any of the sectors. Projects are another way for companies to arm themselves against crime and offer a possibility to get acquainted with other, more innovative ways of tackling crime. However these projects have a limited reach.

1.4 Do companies notify the police of crime?

There is a large difference between burglary and other offences when it comes to notifying the police about them. In all sectors, the police is notified about burglary in many more instances than is the case for the other offences. Between 83% (in the sector Transport and communication) to 89% (Financial and business Services) of afflicted companies inform the police in case of burglary. For violent crimes these extremes lie between 55% (Financial and business Services) and 68% (Catering), for theft between 45% (Catering) and 65% (Financial and business Services) and for vandalism between 46% and 50%.

Reporting crimes to the police follows this pattern. For all crimes there is a certain 'decay' (a number of companies does notify the police about the offence but does not file a report). Especially with regards to burglary many companies notify the police but a much smaller number of companies actually files a report. The extent of the decay for violent crimes is much larger in the Catering sector than in other sectors: 68% informs the police, 16% files a report. For most offences (except theft) and sectors, the decay is one out of two or three.

The reasons for not notifying the police about crimes are related to the nature of the offence. For burglary and theft, the most common expectation of companies is that informing the police or filing a report will not result in any benefit to the company. In case of violence, companies prefer to deal with the problem themselves. For the other offences many companies do not expect the police to undertake any action.

1.5 Experience with and evaluation of the police

In all sectors except Catering, four to five out of ten businesses are satisfied with the way the police handles their notification or reporting of a crime.

5 / Percentage of businesses which are (very) satisfied with the way the police handled their reporting a crime

Sector	% tevreden
Construction	42
Retail	51
Catering	55
Transport and communication	41
Financial and business Services	50

Source: TNS NIPO, 2004

The most important aspects with which the companies are satisfied are the police's fast, client-friendly and correct handling. Companies are dissatisfied with the absence of visible results.

1.6 How do the 2004 MCB results relate to the 2002 MBI?

Even though the 2004 MCB and the 2002 MBI cannot be compared one on one, a comparison is possible on certain issues, especially with regards to victimhood of companies.

The security situation of companies seems to have improved since 2002. There has been an overall decline of the number of companies suffering at least one crime. The occurrence of more than one type of crime also shows a downward trend.

- *Percentage of companies perceiving crime as a problem for their business*
The number of companies perceiving crime as a problem has neither risen nor fallen, with the exception of the Retail sector which shows a significant drop from 53% to 42%.
- *Percentage of companies taking preventive measures and/or participating in projects*
The number of companies taking preventive measures has neither risen nor fallen. The number of companies participating in projects was not very high in 2002 and this has remained the same.
- *Percentage of companies registering crime*
The number of companies registering crime has declined significantly by roughly 10 percent in comparison to 2002.
- *Percentage of companies falling victim to crime*
Overall victimhood has decreased significantly in all sectors.
- *Percentage of companies notifying the police about a crime*
In 2004, more companies notify the police about crime than in 2002. Only for burglary (where the percentage of companies informing the police is higher than for the other offences) the percentage of companies informing the police of crime does not increase in all sectors.
- *Percentage of companies which are satisfied with the police*
The number of companies which are satisfied with the police has remained on the same level.

The following pages feature a summarizing table which includes the most relevant results of both studies.

	<i>Constructi on 2002</i>	Construct ion 2004	<i>Retail 2002</i>	Retail 2004	<i>Catering 2002</i>	Catering 2004	<i>Transport & comm. 2002</i>	Transport & comm. 2004	<i>Services 2002</i>	Services 2004
Sample size (rounded off)	500	5,700	700	8,800	300	8,900	400	6,500	500	7,800
Perceives crime as a problem (somewhat + serious)	23	25	53	42**	34	34	35	38	22	22
Takes preventive measures	65	66	80	81	83	77**	74	73	73	74
Registers crime	26	16**	33	22**	31	18**	35	26**	26	17**
Participates in projects	5	3*	6	6	11	8	5	5	5	4
Is satisfied with the police (satisfied + very satisfied)	46	42	48	51	61	55*	49	41**	45	50*
Occurrence										
Occurrence of crime, overall	46%	30%**	67%	49%**	59%	47%**	53%	42%**	43%	29%**
Occurrence of more than one type of crime	17%	10%**	36%	20%**	33%	19%**	23%	16%**	19%	8%**
Burglary										
Victimhood: % of companies	18	13**	19	15**	18	17	18	20	8	11*
Average frequency		2.2		1.9		1.8		2.9		1.8
Calculation total number of offences		21,000		42,000		12,000		17,000		34,000
Relative margin of numbers		8.1 %		6.4 %		6.5 %		7.9 %		7.2 %
Calculation total damage (mln euro)		55		89		18		36		84
Relative margin amounts		8.9 %		6.6 %		7.7 %		7.8 %		8.0 %
% victims notifying police	87	84	86	88	82	88**	88	83**	86	89
% victims filing report		41		26		20		35		36

* difference 2004 - 2002 significant (95% reliability)

** difference 2004 - 2002 significant (90% reliability)

	<i>Constructi on 2002</i>	Construct ion 2004	<i>Retail 2002</i>	Retail 2004	<i>Catering 2002</i>	Catering 2004	<i>Transport & comm. 2002</i>	Transport & comm. 2004	<i>Services 2002</i>	Services 2004
Theft										
Victimhood: % of companies	16	12*	44	32**	20	17	15	15	7	6
Average frequency		3.5		31.9		7,2		6.6		2.8
Calculation total number of offences		27,000		1,500,000		49,000		27,000		28,000
Relative margin of numbers		10.4 %		8.5 %		12.4 %		17.0 %		16.1 %
Calculation total damage (mln euro)		40		146		12		22		33
Relative margin of amounts		10.7 %		5.0 %		9.5 %		10.7 %		12.1 %
% victims notifying police	61	51**	55	47**	49	45	66	63	75	65**
% victims filing report		31		18		19		34		40
Vandalism										
Victimhood: % of companies	15	12	23	18**	28	24	21	17	13	12
Average frequency		3.1		3.2		4.1		4.0		2.5
Calculation total number of offences		24,000		86,000		38,000		19,000		47,000
Relative margin of numbers		12.7 %		7.9 %		7.3 %		10.5 %		11.0 %
Calculation total damage (mln euro)		15		34		12		10		24
Relative margin of amounts		10.7 %		6.6 %		6.0 %		8.8 %		8.6 %
% victims notifying police	41	46*	41	46**	28	46**	42	50**	37	47**
% victims filing report		25		17		14		21		21
Violence										
Victimhood: % of companies	2	2	12	7**	12	10	12	7**	5	4
Relative margin of percentage		18.4 %		7.5 %		6.4 %		9.0 %		10.9 %
Average frequency		3.3		4.5		4.3		6.7		3,6
% victims notifying police	48	56**	49	59**	46	68**	54	56	45	55**
% victims filing report		29		14		16		22		21
Other crimes										
Victimhood: % of companies		3		6		7		5		7
Average frequency		11.5		21.6		14.6		21.3		36.8
Calculation total number of offences		27,000		190,000		40,000		33,000		440,000
Calculation total damage (mln euro)		8.5		11		2.3		4.5		30
% victims notifying police		36		46		52		45		29
% victims filing report		18		18		11		22		12

1.7 MBI 2002 companies two years later

A group of 958 companies has participated both in the MBI 2002 and in the MCB 2004. The research results for both studies have been compared in order to find out:

- if the security situation of these companies has worsened or improved,
- if these companies have started to take different kinds of preventive measures, and
- if differences can be seen between companies that report a rise in crime, a decline and companies in which the number of crime incidents has remained the same.³

More companies now perceive crime as a problem for their business

The number of companies perceiving crime as a serious problem has remained the same, 10% in 2002, 9% in 2004. A larger group thinks crime is somewhat problematic for their company: 29% in 2002 and 34% in 2004, a significant increase. Overall, the group of companies which perceives crime to be somewhat problematic or a serious problem for their business seems to have grown.⁴

Comparing the results of the 2002 and 2004 research projects the outcome hardly shows any differences in the main indicators:

- There are no significant differences in victimhood. Also the occurrence of more than one type of crime has remained on the same level: this happened to 23% of all companies in 2002, versus 24% in 2004.
- The number of companies taking preventive measures has grown: from 80% in 2002 to 84% in 2004. The most commonly used measures are still silent or loud alarms and extra locks, but these are supplemented by measures in the physical realm.
- The costs for taking preventive measures do not appear to have increased in the past two years. The number of businesses that has not invested any money in preventive measures was 33% in 2002 and is 31% in 2004. The number of businesses which have invested between 500 and 2,500 euro has increased, but this can be explained by the fact that in 2004 there are no companies who say they do not know how much they have invested. This group made up 13% in 2002 and seems to have been located in the category 500 to 2,500 euro.
- The behaviour of these companies with regards to registering crime has remained the same. Both in 2002 and in 2004, 35% of the companies registered the crime committed against their business. The behaviour with regards to notifying the police of crimes committed against the company has not changed either.

In this group of 958 companies a further distinction can be made between companies that have reported a rise or a decline in the number of criminal incidents on the one hand, and companies in which crime has remained on the same level on the other. Differences between

³ All results and percentages in this paragraph refer to the specific group of 958 companies that participated in both studies.

⁴ Indicative (90% reliability)

these two groups (either a rise or a fall versus companies in which the number of incidents has remained the same) can be seen in a number of aspects:

- companies that have reported a rise or a decline in the number of criminal incidents hardly differ in taking preventive measures and take such measures more often than companies in which the number of incidents has remained the same. Obviously, they also spend a larger budget on preventive measures.
- With regard to reporting, registration, acquiring advice and participating in projects companies that have reported a rise or a decline in the number of criminal incidents seem much more active.

In the following table some relevant data are listed to support this conclusion, concerning burglary:

6 | Some comparisons between 3 categories of companies (burglary)

Burglary	Rise	Fall	Same
Have taken preventive measures	92%	81%	90%
Average budget spent (incl. 0,-)	€3.525,-	€1.598,-	€4.052,-
All crime against the company is registered	51%	28%	48%
All crime is reported to te management	80%	65%	76%
Has acquired advice	39%	19%	34%

Bron: TNS NIPO, 2004

This pattern is representative for all types of crime.

It is not possible to exactly pin-point when measures were taken (either before or after a crime incident). Thus no direct causal relationship can be established between the impact of taking measures on the number of crime incidents.

Some differences can be seen in the type of measures companies take. Those that have reported a decline in the number of incidents – in comparison to those that report a rise - more often make use of loud alarm, fences with bars, a strict regulation of key disposal and the

introduction of house rules. Any causal relationship cannot be established on the base of this research.

However, the conclusion may be drawn that companies in which the number of incidents has remained the same seem less actively involved with crime. A lesser sense of urgency may be justified, as the number of criminal incidents has not risen. On the other hand, they have not managed to bring about a decline. Hopefully, those companies that have witnessed a rise in crime are able to report a decline in the next research period as a result of measures they have taken.