

Management Summary

The Business Crime Monitor (MCB) aims to provide an insight into the victimisation of businesses in the Netherlands and the steps businesses take to reduce crime. The MCB makes it possible to discuss the safety of businesses and the measures needed to increase safety on the basis of facts and figures. It also looks at the developments over the years.

The MCB is based on the answers to the following research questions:

- What is the nature and extent of crime against businesses in the Netherlands?
- What is the nature and extent of the losses incurred by businesses as a result of crime?
- What steps do businesses take to prevent crime?
- To what extent do businesses that are victims of crime report crime and file official police reports?
- How do businesses experience and how satisfied are they with the efforts made by the police?
- Do sectors differ from one another in relation to these aspects?
- How do the results of the survey conducted in 2006 relate to the baseline measurement of the Business Crime Monitor taken in 2004? In this respect we are primarily concerned with the absolute number of businesses that have had to contend with crime, the total number of offences and the nature of these offences per sector.

We also answer the question as to what percentage of businesses:

- experience crime as a problem;
- have taken steps to prevent crime and/or have taken part in projects;
- keep a record of crime;
- have been the victim of an offence;
- have reported an offence to the police;
- are satisfied with the efforts made by the police;
- have been the victim of internal crime and have taken steps to prevent it.

The survey was conducted within the following five¹ sectors of industry in the Netherlands:

- Construction;
- Retail;
- Hospitality;
- Transport;
- Financial and business services.

In this summary we present an overall consideration of the results of the survey. The question regarding the differences from one sector to another is answered in relation to each subject. We also look at the significant differences between the baseline measurement taken in 2004 and the second measurement in 2006. In the individual reports on each of the five sectors we also discuss significant differences between branches within a sector and between businesses with different geographical locations (urban conurbation and regional).

¹ The survey was conducted in the same five sectors in 2004 and 2005 and on an equally large scale.

The table that presents an overall summary on the last two pages of this summary shows the most important figures per sector for 2004, 2005 and 2006. The reliability margins, which serve to ensure that the figures are interpreted and compared in the right way, are also noted in the table. For the most part efficient sample selection and corrective adjustment of the sample by means of variation analyses, made it possible to achieve reliability margins of 10% or less.

The nature and extent of crime against businesses

One of the most striking results of the MCB 2006 is the fact that the number of reported offences *either* remained the same *or* fell significantly in relation to 2004. Above all, there was a significant drop in the number of burglaries and thefts in many sectors in comparison with 2004.

Anything from a quarter to almost half of all business units in the sectors covered by the survey were the victims of one or more forms of crime (general victimisation²). The retail and hospitality sectors experienced the highest incidence of crime. Yet there was a significant drop in general victimisation in these sectors in comparison with 2004. In 2004 49% of businesses in the retail sector suffered one or more forms of crime. In 2006 this fell to 45%. The same was true of the hospitality sector: in 2004 general victimisation was 47%; in 2006 it fell to 43%. With the exception of the building industry, there was also a significant drop in general victimisation in the other sectors in comparison with 2004. The financial and business services and construction sectors experienced the lowest incidence of crime in relative terms: 25% and 28% of business units were victims of crime in the respective sectors.

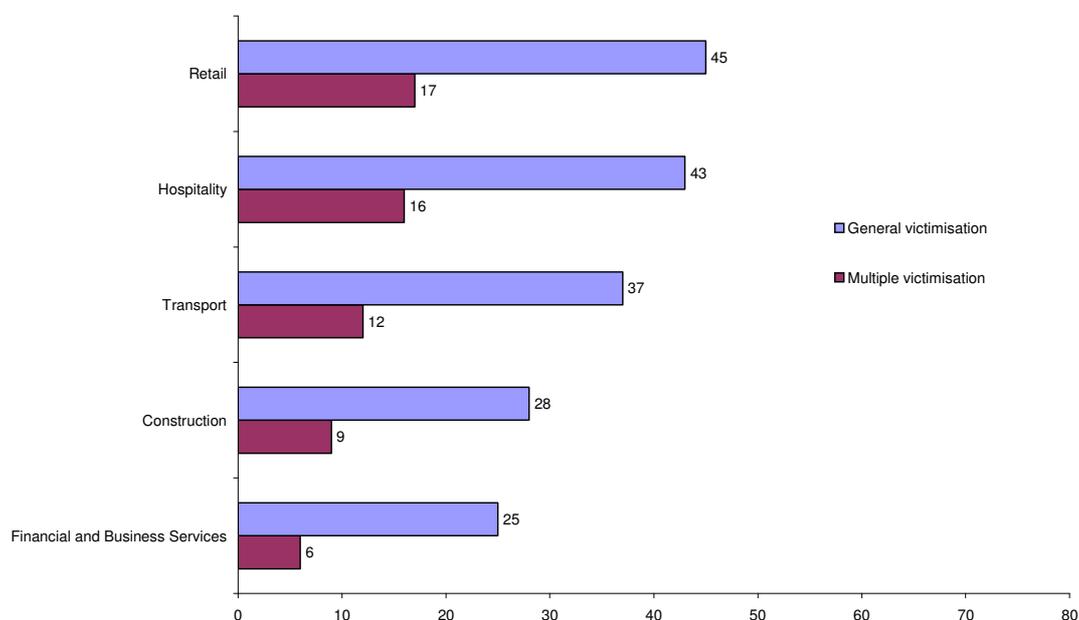
In Table 1 we show both general victimisation and multiple victimisation.³ Between 6% and 17% of business units in the five sectors covered by the survey suffered more than one type offence. The retail and the hospitality sectors suffered most, but, again in this case, with the exception of the building industry, there was a significant drop in multiple victimisation in all sectors in comparison with 2004. The individual reports on each of the five sectors also look at repeated victimisation.⁴

² General victimisation: If a business unit has been the victim of one type of offence once or several times in the last 12 months.

³ Multiple victimisation: If a business unit has been the victim of different types of offences in the last 12 months.

⁴ Repeated victimisation: If a business unit has been the victim of an offence (which could be one type of offence, or different types of offences) on more than one occasion in the last 12 months.

1 | General and multiple victimisation in 2006 (in %)



Source: TNS NIPO, 2006

Table 2 on the next page shows that, as was the case in 2004, *theft* is still the most common form of crime in the retail industry. There were however 300,000 fewer offences in 2006, which is a significant reduction. The number of thefts also fell in the hospitality, transport and financial and business services sectors in comparison with 2004.

Table 2 also shows that crimes involving *destruction* were the most common form of crime in the hospitality, transport and financial and business services sectors. There was a reduction in the number of crimes involving destruction in the construction and financial and business services sectors in relation to 2004.

With the exception of the transport sector, the number of *burglaries* fell in all sectors in comparison with 2004.

Violent crimes occur less often than other reported offences. In comparison with the other sectors, businesses in the hospitality sector suffered most violent crimes in relative terms. Violent crimes occur least often in the construction and financial and business services sectors. The percentage of business units that had to contend with violent crimes fell in the retail, transport and financial and business services sectors.

2 | Numbers of offences per sector and type offence in 2004, 2005 and 2006, with significant differences between 2004 and 2006

Offence		Construction	Retail	Hospitality	Transport	Financial & Business Services
Burglary	2004	21,000	42,000	12,000	17,000	34,000
	2005	18,000	32,000	10,000	15,000	27,000
	2006	18,000	29,000	9,000	16,000	25,000
	<i>difference</i>	-14%	-31%	-25%	-	-26%
Theft	2004	27,000	1,500,000	49,000	27,000	28,000
	2005	22,000	1,600,000	45,000	16,000	21,000
	2006	24,000	1,200,000	33,000	16,000	20,000
	<i>difference</i>	-	-20%	-33%	-41%	-29%
Destruction	2004	24,000	86,000	38,000	19,000	47,000
	2005	18,000	88,000	37,000	19,000	38,000
	2006	19,000	89,000	38,000	18,000	39,000
	<i>difference</i>	-21%	-	-	-	-17%
Violence ⁵	2004	2 %	7 %	10 %	7 %	4 %
	2005	2 %	6 %	9 %	5 %	3 %
	2006	2 %	5 %	9 %	5 %	3 %
	<i>difference</i>	-	-22%	-	-29 %	-19 %

Figures are based on estimates provided by the respondents.

Source: TNS NIPO, 2006

Figures printed in **bold** show a significant difference from the statistic for 2004.

The percentage differences between 2004 and 2006 are calculated on the basis of **unrounded** figures and may differ from percentage differences calculated on the basis of the rounded figures shown in this table. The unrounded figures are given in the reports on each of the sectors.

The extent to which different forms of crime occur in the five sectors covered by the survey has to do with the nature of the sector (see Table 3). Hence it is hardly surprising that *theft* occurs more often in the retail sector than in other sectors (28% as opposed to 5% to 15% in the other sectors). Retail business units – such as supermarkets and chemists for example – are numerous and have many handy products set out on their shelves. Nevertheless, the percentage of retail businesses that suffered theft fell in relation to 2004, when the 32% of retail businesses were affected. With the exception of the building industry, the number of businesses that were victims of theft also fell the other sectors in relation to 2004.

In the transport and financial and business services sectors there was a reduction in the number of businesses that suffered crimes involving *destruction*. As in 2004, the hospitality and retail sectors experienced the highest incidence of crimes involving destruction in relative terms.

⁵ Given the limited incidence of violent crimes it is not statistically viable to give estimates regarding the total number of violent crimes.

There was a significant drop in the percentage of business units that were victims of *burglary* in almost all sectors. The building industry was the only sector in which there was not a significant drop. However, as is shown in Table 2, there was a reduction in the overall number of burglaries in the construction sector: in 2006 there were a total of 18,000 offences, compared with 21,000 offences in 2004.

The percentage of business units that had to contend with *violent crimes* fell in the retail, transport, and financial and business services sectors.

3 | *Victimisation per type offence per sector in 2004, 2005 and 2006 with significant differences between 2004 and 2006*

% businesses that suffered		Construction	Retail	Hospitality	Transport	Financial & business Services
Burglary	2004	13	15	17	20	11
	2005	13	13	15	18	9
	2006	12	11	13	17	9
	<i>difference</i>	-	- 25%	-24%	-18 %	-23 %
Theft	2004	12	32	17	15	6
	2005	11	30	16	12	5
	2006	11	28	15	12	5
	<i>difference</i>	-	-12%	-14%	-22 %	-18 %
Destruction	2004	12	18	24	17	12
	2005	10	20	24	16	11
	2006	11	18	23	15	10
	<i>difference</i>	-	-	-	-14%	-13%
Violence	2004	2	7	10	7	4
	2005	2	6	9	5	3
	2006	2	5	9	5	3
	<i>difference</i>	-	-22%	-	-29 %	-19 %

Figures printed in **bold** show a significant difference from the statistic for 2004 .

Source: TNS NIPO, 2006

The percentage differences between 2004 and 2006 are calculated on the basis of **unrounded** figures and may differ from percentage differences calculated on the basis of the rounded figures shown in this table. The unrounded figures are given in the reports on each of the sectors.

The top 10% of business units that suffered most per sector

In this section we look at the business units that experienced most crime: the top 10% of businesses that suffered the greatest number of offences. We compare the business units in this group with the other businesses that were victims of crime. We also include a brief description of the defining features of these businesses.

General defining features of the business unit

Businesses with their own business premises and their own means of transport fall within the top 10 cluster more often than other businesses. The opposite is true of businesses run from residential premises or established outside an urban conurbation.

Sector-specific features and location

- Within the top 10% of businesses that suffered most within the **building** industry, public service and utility companies and hydraulic and civil engineering companies are overrepresented. Businesses that suffered most within the **building** industry tended to be located on the outskirts of an urban conurbation, usually in a business park or on an industrial estate. The number of these construction companies that own their own business premises and their own means of transport is higher than average.
- Within the **hospitality** sector cafés are overrepresented in the top 10% of businesses that suffered most. The number of restaurants that fall within the top 10% cluster is lower than average in relative terms. More often than not, the hospitality businesses that suffered most were situated in the town or city centre.
- In the **transport** sector the number of tram and taxi businesses that fall within in this group is higher than average. Transport businesses that suffered most offences were relatively more often situated on an industrial estate.
- Among the top 10% of businesses that suffered most in the **retail** sector there were a large number of chemists, perfumeries, department stores and clothes shops. More often than not these stores were situated in a shopping centre.
- The number of travel agents and legal firms in the top 10% of businesses that experienced most crime in the **financial and business services** sector was higher than average. These businesses were relatively more often situated in the town or city centre.

Awareness of the problem

Business units that experience a higher incidence of crime, more often regard crime as a problem that has to be dealt with in the running of the business. Many businesses in this group take steps to prevent crime and spend more money on this than average. They more often keep a record of the crimes, more often seek advice and more often take part in projects.

Victimisation

The top 10% of businesses that suffered most experienced a higher level of general victimisation and multiple victimisation than the other businesses that were victims of crime. The percentage of businesses that suffered most that were confronted with more than one type of offence varied from 66% in the services sector to more than 80% in the construction and hospitality sectors.

Table 4 shows what percentage of the total number of offences within a sector were committed against the top 10% of businesses that suffered most. For example, 67% of the total number of thefts within the retail sector were committed against the 10% of business units that suffered most thefts. In other words, compared with the other business units within the sector, the business units in question suffered theft 6 to 7 times more often than average.

4 | *Percentage of the total number of offences committed against the top 10% of businesses that suffered most*

% of total number of offences	Burglary	Theft	Destruction
Construction	27	36	36
Retail	7	67	14
Hospitality	18	58	47
Transport	37	50	49
Financial and business services	17	37	35

Source: TNS NIPO, 2006

The extent to which an offence was committed more often than average varies considerably. Above all, the top 10% of businesses that suffered most had to contend with *theft* more often than average. 67% and 58% of all of the thefts in the retail and hospitality sectors respectively were committed against the top 10% of business units that suffered most thefts. In other words, the majority of thefts were committed against a limited number of business units.

The top 10% of businesses that suffered most had to contend with crimes involving *destruction* anything from 1.5 (14%) to 5 times (49%) more often than average.

With the exception of the retail sector, in most sectors anything from almost a fifth (17%) to almost four-tenths (37%) of all *burglaries* were committed against the top 10% of businesses that suffered most burglaries. This works out at a factor 1.5 to 4 times more often than average.

Losses due to crime

Crime costs money. In our estimates we take into account both direct and indirect losses. The total crime-related losses incurred by all of sectors between them amounted to *approximately 569 million euros* in 2006, which means that the total losses due to crime fell in relation to 2004, when the losses totalled 686 million euros. This represents a reduction of 17% in comparison with the total crime-related losses incurred in 2004.

As can be seen in Table 5, the retail sector incurred a relatively large share of the total crime-related losses: thefts and burglaries were the two largest cost items in this sector. Table 5 also shows any significant reductions in the estimated losses in 2006 in relation to 2004, in terms of percentages.

5 | Losses per sector and offence, in million euros* in 2004, 2005 and 2006 (% difference)

Losses:	Construction			Retail			Hospitality			Transport			Financial and Business Services		
	2004	2005	2006	2004	2005	2006	2004	2005	2006	2004	2005	2006	2004	2005	2006
Burglary	55	57	52	89	79	75	18	18	17	36	25	26	84	74	66
Theft	40	35	40	146	141	120	12	12	11	22	18	15	33	27	25
Destruction	15	15	15	34	34	30	12	10	10	10	9	7	24	22	20
Other crimes incl. violent crimes	9	5	7	11	11	10	2	2	2	4	4	3	30	21	18
Total in mln euros	119	112	114	280	265	235	44	42	40	72	56	51	171	144	129
Total estimated losses in 2004: 686 million euros							Total estimated losses in 2006: 569 million euros -17%								

*Figures are based on estimates provided by the respondents.

Source: TNS NIPO, 2006

Figures printed in **bold** show a significant difference from the statistic for 2004.

Preventive measures

The vast majority of businesses appear to be well aware of the fact that they may become victims of crime (see Table 6). Two-thirds (64%) of companies in the construction sector take preventive measures. In the other four sectors the figures are even higher (retail: 80%, financial and business services: 75%, hospitality: 77% and transport: 71%).

Businesses usually implement preventive measures with the aid of some form of technology. Table 6 shows that businesses often choose to install an alarm system. Many businesses also fit extra locks on their doors.

6 | *Percentage of businesses that take preventive measures, and percentage of businesses that implemented the measures listed below in 2006 (top 3 shaded grey)*

	Construction	Retail	Hospitality	Transport	Financial and Business Services
Preventive measures:	64%	80%	77%	71%	75%
Audible alarm	40	50	51	48	49
Silent alarm	27	42	39	33	38
Extra locks	34	27	28	26	32
Heavier hinges and locks	18	12	13	11	18
Fences	23	11	5	22	8
Security staff / porter	8	9	11	16	12
Extra lighting	12	8	8	11	8
Cameras / infrared	8	23	22	16	9

Source: TNS NIPO, 2006

The number of businesses that *seek advice* relating to the prevention of crime varies considerably from one sector to another and tends to increase in line with the seriousness of the problem. Table 7 on the next page shows that only a minority of businesses seek advice relating to the prevention of crime.

In terms of the *nature* of the advice they seek, these businesses are primarily concerned with electronic security and the prevention of theft. In comparison with 2004 there was a reduction in the percentage of businesses that sought advice. In 2006 17% of businesses sought advice as opposed to 19% of businesses in 2004. The construction sector was the only sector in which the number of businesses that sought advice did not fall, but remained the same.

The top 10% of businesses that suffer most crime seek advice more often than average: in this case approximately three times as many businesses seek advice and are primarily concerned with electronic prevention systems and the prevention of theft committed by third parties or their own personnel.

7 | *Percentage of businesses that sought advice or took part in projects in 2004, 2005 and 2006*

Sector	% sought advice	% sought advice	% sought advice	% took part in project(s)	% took part in project(s)	% took part in project(s)
	2004	2005	2006	2004	2005	2006
Construction	12	13	11	3	4	3
Retail	25	24	22	6	6	6
Hospitality	21	20	19	8	8	8
Transport	19	18	17	5	5	5
Financial & Business Services	17	15	15	4	4	4
			-12%			

Figures printed in **bold** show a significant difference from the statistic for 2004.

Source: TNS NIPO, 2006

There are *projects* that businesses can take part in to arm themselves against crime. These projects also introduce businesses to other more innovative ways of preventing crime (see Table 7). The number of businesses that took part in projects with the police or the municipality varied from 3% in the construction sector to 8% in the hospitality industry in 2006.

Most (40%) of the projects were concerned with increasing security in the vicinity and the prevention of crime in general (36%). In the retail and hospitality sectors a significant number of businesses (23% and 25% respectively) were also concerned with the prevention of vandalism. One in five (20%) of the businesses that take part in projects designed to increase security do so within the context of the Keurmerk Veilig Ondernemen (KVO) – a national scheme that has established quality standards for safe enterprise. This figure has increased since 2004 (16%).

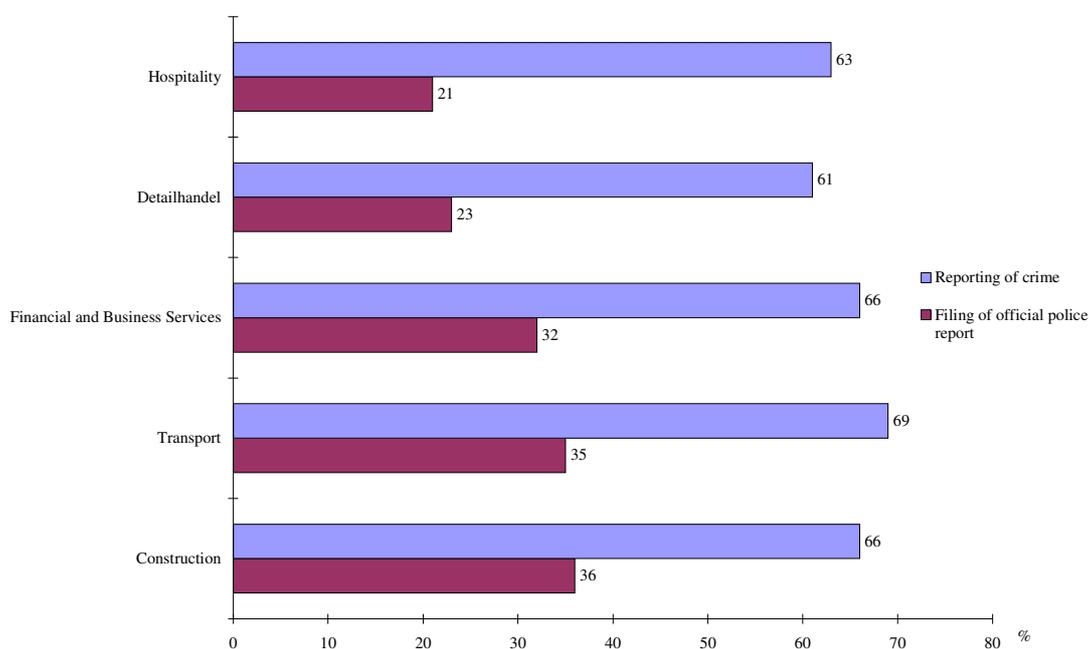
The reporting of crime and the filing of official police reports

21% of *all* of the businesses in the sectors covered by the survey – in other words also including the businesses that were *not* the victims of certain offences – *reported* one or more offences to the police in 2006.⁶ In 2004 the percentage was higher, namely 25%. 9% of all of these businesses also *filed an official police report* of one or more offences. In 2004 this was 11%.

The reporting of crime and the filing of official police reports per sector

If we home in on the businesses that were victims of crime in each sector and compare the extent to which they reported crime with the extent to which they filed official police reports, we can see clear differences (Graph 8). If we express these differences in terms of percentages we have a measure that shows the relationship between the reporting of crime and the filing of official police reports. This measure is known as the fall-off that shows the loss of businesses that do not go on to file an official police report after having taken the trouble to report the crime. In Graph 8 the sectors range from those with the greatest fall-off at the top to those with the least fall-off at the bottom.

8 | *Relationship between the reporting of crime and the filing of official police reports by businesses that were victims of crime in each sector in 2006*



Source: TNS NIPO, 2006

⁶ A distinction is made between the reporting of an offence and the filing of an official police report, in which case an official report is drawn up or a standard police report form is filled in and signed. The reporting of an offence involves informing the police in the broadest sense and officially also includes the filing of a report.

The fall-off was greatest in the hospitality sector, where two-thirds of the businesses that reported an offence did not go on to file an official police report (see Graph 8 and Table 9). Many retail businesses that suffered crime also reported the crime but did not go on to file an official police report: there too the fall-off was almost two-thirds (62%). There has been a reduction in both the reporting of crime and the filing of official police reports in the retail sector since 2004. In the construction sector relatively more of the businesses that are victims of crime take the trouble to report the crime and file an official police report: there the fall-off is less than half (45%).

9 | *The fall-off between the reporting of a crime and the filing of an official police report by businesses that were victims of crime in 2004, 2005 and 2006*

Sector	%	report crime	report crime	report crime	police report	police report	police report	fall-off	fall-off	fall-off
		2004	2005	2006	2004	2005	2006	2004	2005	2006
Construction		66	64	66	37	37	36	44 %	42 %	45%
Retail		64	63	61	25	25	23	61 %	60 %	62%
Hospitality		69	67	63	22	22	21	68 %	67 %	67%
Transport		70	68	69	35	33	35	50 %	51 %	49%
Financial & Business Services		65	60	66	31	31	32	52 %	48 %	52%

Source: TNS NIPO, 2006

The reporting of crime and the filing of official police reports per type of offence

The MCB 2006 shows a noticeable difference between the **reporting** of *burglary* and the reporting of the other forms of crime. 87% of the businesses that were victims of burglary reported the crime to the police. *Burglary* was far more often reported than the other offences in all sectors. In this case the figures ranged from

- a minimum of 80% of the businesses that suffered burglary in the transport sector, to
- a maximum of 88% of the businesses that suffered burglary in the retail sector.

In the case of *violent crimes* these extremes ranged from

- 40% of the businesses in the construction sector that were victims of violent crimes, to
- 66% of hospitality business units that were victims of violent crimes.

In the case of *theft* the extremes ranged from

- 41% of the hospitality businesses that suffered theft to
- 67% of the businesses in the financial and business services sector that suffered theft.

And in the case of crimes involving *destruction* the figures ranged from

- 44% of the businesses victimised in the retail sector to
- 48% of the businesses victimised in the financial and business services sector.

The **filing of official police reports** followed a similar pattern, but there was a difference in terms of the level of fall-off. It is particularly noticeable in the case of *burglary* that a large number of businesses that suffer burglaries reported the crime, but far fewer actually went on to file an official police report. For most offences the fall-off was somewhere between half to two-thirds. The fall-off was relatively high in the case of *burglary in the hospitality sector* and *burglary in the retail sector*: 87% of the hospitality businesses that were victims of

burglary reported the crime, whereas only 20% went on to file official police reports. In the retail sector the figures were 88% and 25% respectively.

In the case of *burglary* the expectation that reporting or filing an official police report of a burglary, theft or case of destruction would have little effect or no result was said to be the main reason for the failure to report the crime and/or file an official police report. The respondents also said that the losses involved were too small (within the insurance policy excess). In the case of *theft* this was said to be the main reason for the failure to report the crime and/or file an official police report. Another reason given in the case of theft was lack of evidence. In the case of violent crimes businesses more often indicated that they themselves undertook to tackle the problem than in the case of the other offences.

Experience and appreciation of efforts made by the police

The level of satisfaction with the efforts made by the police has increased since 2004. In the construction, transport and financial and business services sectors approximately half of the businesses that contacted the police to report a crime and/or file an official police report were satisfied with the efforts made by the police. In the hospitality and retail sectors 6 out of 10 businesses (60% and 59% respectively) were satisfied with police efforts.

10 | Percentage of businesses that were (very) satisfied with the efforts of the police

Sector	% satisfied in 2004	% satisfied in 2005	% satisfied in 2006
Construction	42	46	49
Retail	51	55	59
Hospitality	55	59	60
Transport	41	45	45
Financial & Business Services	50	50	50

Figures printed in **bold** show a significant difference from the statistic for 2004.

Source: TNS NIPO, 2006

In comparison with 2004 businesses were not as satisfied with the speed with which the police acted (25% in 2006 as opposed to 28% in 2004). Nevertheless this, and the customer-friendliness of the police, was still the main reason for satisfaction with police efforts.

The main reasons for dissatisfaction were still the lack of noticeable results and the perception that the police failed to take action once the crime had been (officially) reported. However, these reasons were mentioned less often than in 2004. The number of businesses that said that filing an official police report was a complicated and time-consuming procedure had almost halved since 2004. More of the respondents said that they were dissatisfied on account of the lack of feedback and the fact that the police took so long to arrive on the scene than in 2004.

Internal crime

In the MCB 2006 specific attention was devoted to internal crime for the first time. Internal crime is defined as the theft of money or property by the company's own personnel. In total 5% of all business units had experienced internal crime. This varied from 9% in the hospitality sector to 3% in the financial and business services sector. 7% of retail businesses claimed to have experienced internal crime, but the figures vary considerably depending on the type of business unit: 24% of the supermarkets claimed to have been the victims of internal crime.

The most widely implemented measure to prevent internal crime is checking references when appointing new personnel (41% of businesses). 36% of the businesses also draw up rules for their own personnel in an attempt to prevent internal crime. Almost a third (30%) of businesses automatically file an official police report after discovering internal crime.

The most noticeable differences between 2006 and 2005

In the report we compare the results of the survey conducted in 2006 with the baseline measurement taken in 2004. However it is also interesting to look at the developments in relation to 2005. In this section we discuss the most noticeable differences in relation to the previous year.

Victimisation

If we look at differences between 2006 and 2005, we see that they are most evident in the retail and hospitality sectors. In these two sectors general victimisation fell in relation to 2005. In 2005 half (49%) of retail businesses said that they had experienced one or more forms of crime. In 2006 this had dropped to 45% of businesses. In the hospitality sector the figure fell from 45% to 43%. Multiple victimisation also fell in these sectors: from 19% to 17% in the retail sector and from 18% to 16% in the hospitality sector. In the other sectors general and multiple victimisation remained the same.

In the retail and hospitality sectors crime was experienced as less of a problem compared with the previous year. In the retail sector 37% of businesses experienced it as a problem compared with 40% in 2005. The percentage of retail businesses that implemented preventive measures fell from 82% in 2005 to 80% in 2006.

In the hospitality sector the percentage of businesses that experienced crime as a problem fell from 32% to 30%. In the other sectors the extent to which crime was experienced as a problem remained the same.

Burglary

In the retail sector the total number of burglaries fell from 32,000 in 2005 to 29,000 in 2006. Although the percentage of hospitality businesses that had to contend with burglary fell, the total number of burglaries did not. In the other sectors the number of burglaries remained the same as in 2005.

Theft

In the retail and hospitality sectors the number of thefts also fell in relation to 2005: from 1.6 million to 1.2 million in the retail sector and from a total of 45,000 in 2005 to 33,000 in 2006 in the hospitality sector. The total losses incurred as a result fell from € 141 million in 2005 to € 120 in 2006 in the retail sector. There was no reduction in the overall losses in the hospitality sector. In the other sectors the number of thefts remained the same.

In the retail sector the number of businesses affected that reported thefts fell (from 48% in 2005 to 45% in 2006). In the other sectors the figures remained the same, except in the case of the financial and business services sector where the percentage of businesses affected that reported thefts increased from 59% to 67%. The percentage of businesses that went on to file official police reports increased (from 33% to 39%).

Destruction

The total number of crimes involving destruction remained the same in all sectors. But the percentage of retail business that claimed to have experienced crimes involving destruction fell from 20% to 18%. The total losses incurred as a result fell from € 34 million to € 30 million in this sector.

Violent crimes

In the retail sector the percentage of businesses that experienced violent crimes fell from 6% in 2005 to 5% in 2006. In the other sectors there was no difference from one year to the next.

Table that summarises the results for 2004, 2005 and 2006

Lastly on the next two pages we present a table that summarises the most relevant figures for 2004, 2005 and 2006 per sector.

2006 - 2004	Cons. 2004	Cons. 2005	Cons. 2006	Retail 2004	Retail 2005	Retail 2006	Hos. 2004	Hos. 2005	Hos. 2006	Transport 2004	Transport 2005	Transport 2006	Services 2004	Services 2005	Services 2006
Sample size (rounded) n	5,700	6,400	5,800	8,800	9,000	11,800	8,900	9,500	6,200	6,500	3,900	4,800	7,800	9,300	9,000
% experienced crime as a (slight/serious) problem	25	22	22**	42	40	37**	34	32	30**	38	34	32**	22	19	19**
% take preventive measures	66	65	64*	81	82	80	77	77	77	73	72	71*	74	76	75
% keep a record of crime	16	18	18**	22	24	24**	18	20	20**	26	27	26	17	18	19**
% take part in projects	3	4	3	6	6	6	8	8	8	5	5	5	4	4	4
% (very) satisfied with police	42	46	49**	51	55	59**	55	59	60**	41	45	45**	50	50	50
Victimisation															
% general victimisation	30	28	28	49	49	45**	47	45	43**	42	39	37**	29	26	25**
% multiple victimisation	10	8	9	20	19	17**	19	18	16**	16	14	12**	8	6	6**
Burglary															
% businesses victims	13	13	12	15	13	11**	17	15	13**	20	18	17**	11	9	9**
Average frequency	2.2	2.0	2.1	1.9	1.6	1.7	1.8	1.7	1.8	2.9	2.9	3.2	1.8	1.8	1.7
Estimated total no. offences	21,000	18,000	18,000**	42,000	32,000	29,000**	12,000	10,000	9,000**	17,000	15,000	16,000	34,000	27,000	25,000**
Relative margin	8.1 %	6.9 %	7.6%	6.4 %	7.0 %	6.2%	6.5 %	6.5 %	10.3%	7.9 %	9.9 %	10.9%	7.2 %	7.2 %	7.6%
Estimated total losses (mln €)	€ 55	€ 57	€ 52	€ 89	€ 79	€ 75**	€ 18	€ 18	€ 17	€ 36	€ 25	€ 26**	€ 84	€ 74	€ 66**
Relative margin	8.9 %	7.6 %	8.8%	6.6 %	7.9 %	6.6%	7.7 %	7.9 %	9.8%	7.8 %	9.3 %	9.5%	8.0 %	8.1 %	8.3%
% victims reported crime	84	87	86	88	87	88	88	89	87	83	83	80	89	90	87
% victims filed police report	41	47	45	26	25	25	20	19	20	35	36	35	36	39	34

* Significant difference from 2004 to 2006 with 95% reliability (significance level of 5%)

** Very significant difference from 2004 to 2006 with 99% reliability (significance level of 1%)

	Cons. 2004	Cons. 2005	Cons. 2006	Retail 2004	Retail 2005	Retail 2006	Hos. 2004	Hos. 2005	Hos. 2006	Transport 2004	Transport 2005	Transport 2006	Services 2004	Services. 2005	Services 2006
Theft															
% businesses victims	12	11	11	32	30	28*	17	16	15*	15	12	12*	6	5	5**
Average frequency	3.5	3.0	3.2	31.9	35.4	28.4	7.2	6.9	5.6	6.6	4.6	4.8**	2.8	2.6	2.4
Estimated tot. no. offences	27,000	22,000	24,000	1,500,000	1,600,000	1,200,000**	49,000	45,000	33,000**	27,000	16,000	16,000**	28,000	21,000	20,000**
Relative margin	10.4 %	9.0 %	9.7%	8.5 %	10.7 %	7.6%	12.4 %	12.6 %	12.9%	17.0 %	14.0 %	18.2%	16.1 %	12.1 %	13.3%
Estimate tot. losses (mln €)	€ 40	€ 35	€ 40	€ 146	€ 141	€ 120**	€ 12	€ 12	€ 11	€ 22	€ 18	€ 15**	€ 33	€ 27	€ 25**
Relative margin	10.7 %	9.8 %	10.6%	5.0 %	4.7 %	4.6%	9.5 %	10.8 %	11.3%	10.7 %	11.7 %	13.8%	12.1 %	11.8 %	12.1%
% victims reported crime	51	51	51	47	48	45	45	44	41	63	63	60	65	59	67
% victims filed police report	31	31	29	18	19	17	19	19	17	35 ^a	33	32	40	33	39
Destruction															
% businesses victims	12	10	11	18	20	18	24	24	23	17	16	15*	12	11	10**
Average frequency	3.1	2.7	2.8	3.2	3.1	3.4	4.1	4.1	4.3	4.0	4.3	4.4	2.5	2.2	2.5
Estimated tot. no. offences	24,000	18,000	19,000**	86,000	88,000	89,000	38,000	37,000	38,000	19,000	19,000	18,000	47,000	38,000	39,000*
Relative margin	12.7 %	11.3 %	10.9%	7.9 %	8.5 %	8.5%	7.3 %	8.3 %	10.0%	10.5 %	15.3 %	14.0%	11.0 %	8.6 %	12.3%
Estimate tot. losses (mln €)	€ 15	€ 15	€ 15	€ 34	€ 34	€ 30**	€ 12	€ 10	€ 10**	€ 10	€ 9	€ 7**	€ 24	€ 22	€ 20*
Relative margin	10.7 %	9.4 %	10.2%	6.6 %	6.5 %	5.8%	6.0 %	6.8 %	7.2%	8.8 %	10.9 %	10.6	8.6 %	8.6 %	9.2%
% victims that report crime	46	46	47	46	44	44	46	45	45	50	50	47	47	46	48
% victims filed police report	25	24	24	17	18	17	14	15	13	22 ^a	22	23	21	26	23
Violent crimes															
% businesses victims	2	2	2	7	6	5**	10	9	9	7	5	5**	4	3	3**
Relative margin	18.4 %	15.3 %	17.1%	7.5 %	9.9 %	6.9%	6.4 %	6.8 %	8.2%	9.0 %	13.9 %	12.3%	10.9 %	12.8 %	11.9%
Average frequency	3.3	2.5	2.8	4.5	4.9	4.8	4.3	4.1	3.8	6.7	6.8	4.5	3.6	3.4	3.8
% victims reported crime	56	42	40**	59	57	52**	68	64	66	56	59	56	55	53	53
% victims filed police report	30 ^a	23	17**	15 ^a	14	12	17 ^a	16	16	22	18	23	21	21	22
Other forms of crime															
% businesses victims	3	3	4	6	5	5**	7	5	5**	5	5	4*	7	6	5**
Average frequency	11.5	5.8	6.5	18.9 ^a	24.1	11.8*	14.6	19.8	15.9	21.3	33.6	22.1	36.8	31.3	33.5
Estimated tot. no. of offences	27,000	14,000	16,000	170,000 ^a	200,000	86,000**	40,000	42,000	33,000	33,000	49,000	26,000	440,000	340,000	300,000
Estimate tot. losses (mln €)	€ 8.5	€ 5	€ 7	€ 11	€ 11	€ 10	€ 2.3	€ 2	€ 2	€ 4 ^a	€ 4	€ 3	€ 30	€ 21	€ 18**
% victims reported crime	36	39	37	46	43	44	52	54	52	45	39	48	29	28	29
% victims that police report	18	18	16	18	19	16	12 ^a	15	15	24 ^a	17	21	13 ^a	14	13

^a Figures corrected in relation to MCB Report 2004