

Management Summary

The objective of the *Monitor Criminaliteit Bedrijfsleven* ('Monitor Crime in the Business Sector', MCB) is to provide an insight into the victimisation of Dutch companies and the measures they take to combat criminality. The MCB makes it possible to use facts and figures to discuss the safety of companies and the measures needed to improve safety. This involves evaluating the various developments throughout the years.

The questions on which the MCB is based are:

- What is the nature and extent of crime against Dutch companies?
- What is the nature and extent of the loss companies incur as a result of these crimes?
- What preventive measures do companies take to combat crime?
- What is the notification and reporting conduct of companies afflicted by crime?
- What is the companies' experience and appreciation of police actions?
- Are there differences in these issues between the sectors?
- How do the results from this survey compare with the benchmark survey of the *Monitor Criminaliteit Bedrijfsleven* carried out in 2004? This relates, in particular, to the absolute numbers of companies in each sector confronted with crime, the total number of offences and the nature of the offences.

In addition, we answer the question as to what percentage of the companies:

- experience criminality as a problem;
- has implemented preventive measures and/or participate in projects;
- makes records of crimes;
- has been confronted with offences;
- is confronted with internal criminality and has implemented preventive measures.

The survey has been carried out in the following five¹ sectors of the Dutch business community:

- Construction;
- Retail;
- Hotel and restaurant;
- Transport;
- Commercial services.

The fieldwork was carried out in the period from 12 October to and including 23 December 2010.

This summary contains a comprehensive review of the overall results from the survey. The question as to the differences between the sectors is answered separately for each issue. We

¹ Between 2004 and 2009, the investigation was carried out in the same five sectors and at the same scale. The total number of companies that participated in the 2010 investigation was lower than in previous investigations. However, this has no impact on the comparability of the results with previous findings. Further explanation can be found in the investigation justification.

have also focused on differences between the zero measurement in 2004 and the measurement in 2010. Further, we also address relevant trends that have been witnessed in the period from 2004 up to and including 2010. It is also interesting to gain an insight into developments in relation to 2009. That is why we have also highlighted the most relevant and eye-catching differences compared to 2009.

In addition, the five sector reports also address significant differences between branches within a sector, and between companies with different geographic locations (urban agglomeration and the region).

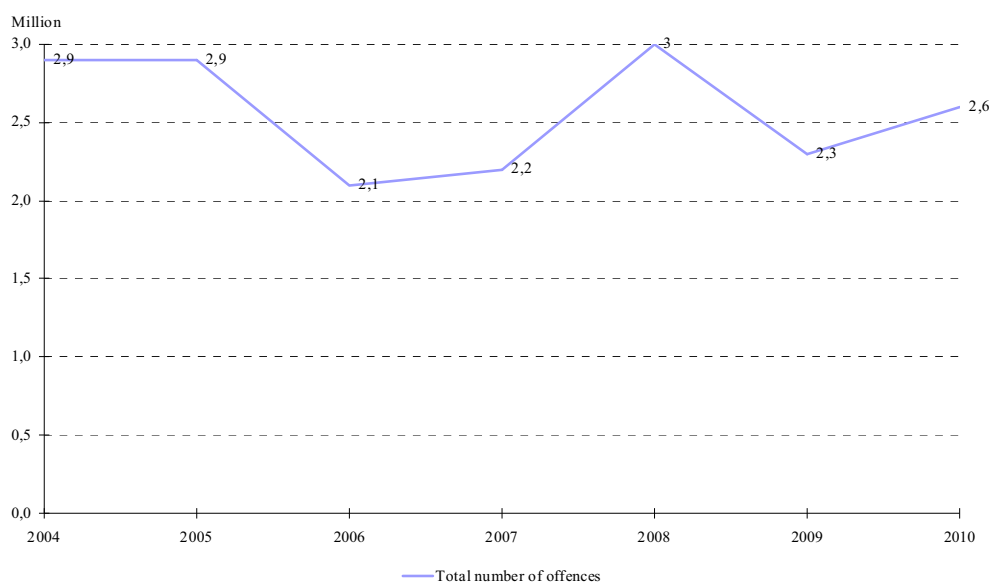
The table on page 303 and 304 summarises the most important figures for each sector from 2004 up to and including 2010. This table also includes the reliability margins required to interpret and compare the figures in the correct manner. Effective sampling and interim adjustments of the sample based on variance analyses largely succeeded in achieving reliability margins of 10% or less².

1.1 Nature and extent of crime against companies

The results from the MCB 2010 reveal that the total number of reported offences has decreased compared to 2004. 2.9 million offences were reported by the construction, hotel and restaurant, transport and commercial services sectors in 2004. This figure was 2.6 million in 2010. The total number of offences has fluctuated over the concerned period. In 2006 and 2007, the number of offences was around 2 million. In 2009, the number of offences rose to 3 million, only to fall again in 2009. Theft was the most reported offence in 2010. Just as in years gone by, the highest number of thefts was reported in the retail sector. The total number of thefts in the retail sector can be estimated at almost 1.7 million in 2010.

² The total number of companies that participated in the commercial services sector in the 2010 investigation was lower than in previous investigations. However, this has no impact on the comparability of the results with previous findings. Further explanation can be found in the investigation justification.

1 | Trend total number of offences 2004 – 2010



Source: TNS NIPO, 2010

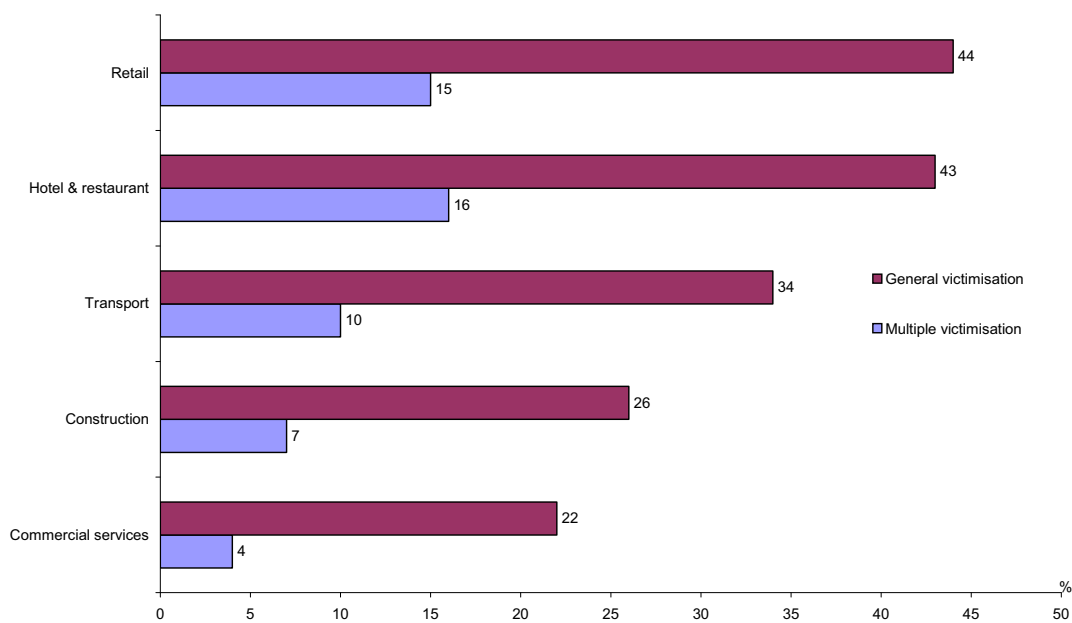
The majority of companies have not been afflicted by crime. In 2010, almost a third (31%) of all companies in the investigated sectors indicated that they had been the victim of one or more *types* of criminality (general victimisation) in the past 12 months. The number of companies that encountered crime was the highest in the retail and the hotel and restaurant sectors.

General victimisation has decreased significantly in all sectors since 2004. 49% of the companies in the *retail* sector were confronted with one or more forms of criminality in 2004, compared to 44% in 2010. 47% of the companies in the *hotel and restaurant* sector were victims of crime in 2004 as compared to 43% in 2010. In 2010 the *commercial services* and *construction* sectors were, in relative terms, least afflicted by crime: 22% and 26% (respectively) of the company branches were victims of crime. In the *transport sector*, one-third (34%) of company branches were afflicted by crime. In just about all sectors, general victimisation has more or less continued its downward trend. However, there have been major fluctuations in the period from 2004 to 2010.

In addition to general victimisation, Table 2 also contains figures for multiple victimisation. Multiple victimisation refers to companies that have been victims of *various* types of criminality over the past 12 months. Companies that are multiple victims have, for example, have been afflicted by burglary as well as theft. 9% of the company branches in the sectors examined in this survey were victims of more than one type of crime, ranging from 4% in the commercial services sector to 16% in the hotel and restaurant sector. In relation to 2004,

multiple victimisation has fallen in *all* sectors. In the same way as general victimisation, there is also a downward trend in multiple victimisation (without major increases or decreases).

2 | *General and multiple victimisation per sector in 2010 (in %)*



Source: TNS NIPO, 2010

Comparison of results from 2009 with 2010

General and multiple victimisation in 2010 are comparable with 2009 in all sectors. Even when the sectors are examined individually, there are no noteworthy differences compared to 2009.

In addition to general and multiple victimisation, it is possible to present results per offence type (table 3). In *almost all* sectors, the percentage of company branches that have been afflicted by theft, burglary, vandalism and violence has fallen in relation to 2004 (with the exception of violence in the construction sector and burglary in the hotels and restaurant sector).

However, the extent of the various forms of criminality differs between the five sectors examined by the survey. *Retail* companies are more frequently confronted with *theft* compared to the average in all sectors (28% compared to an average of 13%). However, the percentage of companies in the retail sector confronted by theft has fallen compared to 2004, when 32% companies in the retail sector were confronted by theft. The transport and commercial services sectors experienced the biggest fall, in relation to 2004, in the percentage of companies afflicted by theft. Over time, this fall continued to progress at a steady rate.

The percentage of companies afflicted by *vandalism* is the highest in the hotel and restaurant sector (21% compared to the 11% average). In terms of burglary, the percentage of afflicted companies is highest in the hotel and restaurant sector and the transport sector. The share of branches that have been confronted by violence has, over the years, been highest in the hotel and restaurant sector and the retail sector.

3 | *Victimisation per offence type per sector from 2004 up to and including 2010, with significant differences between 2004 and 2010*

% companies confronted with		Construction	Retail trade	Hotel and restaurant	Transport	Commercial services
Burglary	2004	13,3	14,5	16,6	20,1	11,0
	2005	12,6	13,1	14,5	17,9	8,7
	2006	12,2	10,9	12,6	16,5	8,5
	2007	12,3	10,9	13,6	15,9	8,2
	2008	10,5	10,2	13,7	13,6	7,2
	2009	10,3	9,9	14,6	14,8	6,1
	2010	11,3	10,1	15,4	14,0	5,8
<i>diff.</i>	-15%	-30%	-	-30%	-47%	
Theft	2004	11,8	31,7	17,0	14,7	6,2
	2005	11,0	30,1	16,3	12,4	5,0
	2006	11,2	27,8	14,7	11,5	5,1
	2007	11,5	27,0	14,8	11,6	4,4
	2008	9,3	28,4	14,6	9,7	3,9
	2009	10,0	27,2	13,9	9,9	3,5
	2010	9,9	27,9	13,6	10,6	3,4
<i>diff.</i>	-16%	-12%	-20%	-28%	-45%	
Vandalism	2004	11,6	18,4	24,1	17,2	11,5
	2005	10,2	19,6	24,1	16,2	10,8
	2006	10,5	18,4	23,1	14,8	10,0
	2007	9,6	18,4	23,6	13,4	10,7
	2008	8,9	17,8	24,1	11,8	9,5
	2009	8,2	15,2	21,8	12,4	8,8
	2010	7,6	13,9	21,3	12,3	8,3
<i>diff.</i>	-34%	-24%	-12%	-28%	-28%	
Violence	2004	2,2	6,7	10,0	7,3	3,6
	2005	1,6	6,2	9,1	5,3	2,8
	2006	2,0	5,2	9,1	5,2	2,9
	2007	1,8	5,0	8,9	4,6	2,9
	2008	1,8	5,6	9,1	4,2	2,8
	2009	1,7	5,4	8,0	4,6	2,6
	2010	1,7	5,9	8,5	5,3	2,4
<i>diff.</i>	-	-12%	-15%	-27%	-33%	

Source: TNS NIPO, 2010

Figures shown in bold indicate a significant difference from 2004.

Comparison of results from 2009 with 2010

There are no relevant differences in the extent that various forms of criminality are encountered in the five sectors examined by the survey. An exception to this rule is the offence of ‘vandalism’, in the retail sector. The number of the companies in the *retail* sector that were victims of vandalism dropped in relation to 2009 (from 15% in 2009 to 14% in 2010).

In addition to the question whether companies were afflicted by criminality, it was also established how often victimised companies were afflicted in the past year. By combining the number of victimised companies with the average number of committed offences, we are able to estimate the total number of offences in 2010 (table 4). We have also highlighted how the offences have developed over time.

Table 4 shows that the number of thefts in the construction, hotel and restaurant, transport and commercial services sectors has fallen in relation to 2004. As stated earlier, *theft* in the retail sector is the most common type of crime. In 2010, there were also 1.7 million thefts in the retail sector. This is comparable with the number of thefts in 2004. In the years in between, the number of thefts in the retail sector fluctuated greatly. This was demonstrated by a major drop in 2007, after which the number of thefts almost doubled in 2008.

In the transport, hotel and restaurant and commercial services sectors, vandalism is the most common type of crime (along with theft, in the hotel and restaurant sector). In relation to 2004, the level of vandalism fell in all sectors. However, this fall has occurred with ups and downs. In the retail and transport sectors, a major part of this fall took place in 2009. In the construction and commercial services sectors, the number of offences fluctuated greatly in 2005 and 2008, only to fall once again in 2009.

Burglary is most common in the retail and commercial services sectors. In relation to 2004, the number of burglaries also fell in almost all sectors (with the exception of the construction sector). In the retail and commercial services sectors, this fall was particularly sudden around 2005. The fall in the hotel and restaurant and transport sectors occurred more gradually.

Significant differences in the number of offences between 2004 and 2010 are listed in table 4.

4 | Number of offences per sector and offence type from 2004 up to and including 2010, with significant differences between 2004 and 2010

Offence		Construction	Retail trade	Hotel and restaurant	Transport	Commercial 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
	2007	19.000	28.000	9.000	13.000	24.000
	2008	19.000	26.000	9.000	10.000	31.000
	2009	18.000	27.000	9.000	11.000	25.000
	2010	20.000	26.000	10.000	10.000	23.000
	<i>diff.</i>	-	-38%	-17%	-41%	-32%
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
	2007	26.000	974.000	35.000	13.000	21.000
	2008	23.000	1.727.000	34.000	12.000	22.000
	2009	26.000	1.527.000	29.000	10.000	21.000
	2010	22.000	1.674.000	29.000	10.000	15.000
	<i>diff.</i>	-19%	-	-41%	-63%	-46%
Vandalism	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
	2007	16.000	92.000	39.000	15.000	46.000
	2008	23.000	93.000	38.000	11.000	53.000
	2009	18.000	71.000	32.000	14.000	48.000
	2010	15.000	62.000	29.000	13.000	36.000
	<i>diff.</i>	-38%	-28%	-24%	-32%	-23%
Violence ³	2004	2,2	6,7	10,0	7,3	3,6
	2005	1,6	6,2	9,1	5,3	2,8
	2006	2,0	5,2	9,1	5,2	2,9
	2007	1,8	5,0	8,9	4,6	2,9
	2008	1,8	5,6	9,1	4,2	2,8
	2009	1,7	5,4	8,0	4,6	2,6
	2010	1,7	5,9	8,5	5,3	2,4
	<i>diff.</i>	-	-12%	-15%	-27%	-33%

Figures based on respondents' estimates

Source: TNS NIPO, 2010

Figures shown in bold indicate a significant difference from 2004.

The difference scores are based on rounded-off figures.

³ In view of the limited incidence of violent crimes, it is not statistically justifiable to issue estimates of the total number of violent offences. The percentages in this row indicate victimisation per sector, where violence is encountered.

Comparison of results from 2009 with 2010

If we compare the results of 2010 with those of 2009, we see that the number of thefts in the construction sector has fallen (from 26,000 in 2009 to 22,000 in 2010). The number of thefts also fell in the commercial services sector (from 21,000 in 2009 to 15,000 in 2010). Further, the level of vandalism fell in the commercial services sector (from 48,000 in 2009 to 36,000 in 2010).

Top 10 percent of the most afflicted company branches per sector

This section distinguishes the company branches most afflicted by criminality. To this end, for each sector, we have selected 10 percent of company branches most afflicted by criminality. We refer to this group as “the top 10 percent most afflicted companies”. We then compare this group against company branches that have been less afflicted. The objective is to determine whether the companies most afflicted by criminality in 2010 exhibit specific characteristics.

Characteristics and location per sector

- In the top 10 percent of afflicted companies within the construction sector, ground, water and road-construction companies are more commonly represented. Conversely, finishing companies and odd-job and installation companies are less commonly represented in the top 10 percent of most afflicted companies.
- The top 10 percent of most afflicted companies in the **retail** sector include many companies active in the food, beverages and tobacco trade, the general retail trade, drug stores, and the clothing retail trade. These companies are relatively frequently located in a shopping centre. The top 10 percent of most afflicted companies includes a relatively large number of companies located in a shopping centre. The top 10 percent of most afflicted companies are also more commonly (than average) located in city centres, rather than outside the city.
- In the **hotel and restaurant** sector, companies in city centres are relatively frequently represented in the top 10 percent of most afflicted companies. Hotel and restaurant companies are also more likely to be located in city centres. Companies outside the cities are less likely (than average) to be found in the top 10 percent. Companies that are located in a shopping centre are also more likely (than average) to be represented in the top 10 percent of most afflicted companies.
- Compared to their share in the whole of the **transport** sector, tram and taxi companies are relatively strongly represented in the top 10 percent of most afflicted companies. The shipping and warehouse segments are underrepresented in this top 10 percent. Companies that are located in city centres are more likely (than average) to be represented in the top 10 percent of most afflicted companies. And companies outside the city are less likely to be represented.
- Travel agencies and law firms are above average members of the top 10 percent of the most afflicted companies in the **commercial services** sector. Architects are less likely (than average) to be found in the top 10 percent of most afflicted companies. The top 10 percent of afflicted companies are relatively frequently located in a shopping centre or building shared by numerous companies.

Awareness of the problem

Company branches often afflicted by criminality more frequently perceive criminality as a problem for their operations. A relatively large number of companies in this group take measures to combat crime and invest above-average sums on these measures. In addition, they more frequently keep records of crimes, seek advice, and take part in projects.

Victimisation

The top 10 percent of the most afflicted companies are more likely (than average) to be confronted with *various* types of offences (multiple victimisation). Of the companies that are among the top 10 percent of afflicted companies, seven in ten companies (69%) are also multiple victims.

Table 5 shows the percentage of all crimes committed against the companies that are most afflicted by criminality. A higher percentage in table 5 is indicative of a greater concentration of criminality within a relatively small group (the top 10 percent) of companies. For example:

- in the retail sector, 66 percent of all thefts (over 1 million of almost 1.7 million) are committed in the 10% most afflicted company branches and ‘just’ 34% percent (almost 600,000) in the other company branches.
- Further, of all vandalism carried out in the retail sector, 10% was carried out among the top 10 percent of afflicted companies and 90% was carried out against the remaining group of companies. Therefore, there is over-representation.

5 | *The top 10 percent most afflicted companies’ share of total number of offences (%)*

% of total number of offences	Burglary	Theft	Vandalism
Construction	22	36	36
Retail trade	6	66	10
Hotel and restaurant	12	59	42
Transport	22	42	49
Business services sector	21	35	21

Source: TNS NIPO, 2010

The extent to which the offence occurs at an above-average frequency varies greatly. The top 10 percent of the most afflicted companies are confronted with an above-average incidence of *theft*. 66% and 59% of all thefts confronting the retail and hotel and restaurant sectors respectively are committed against the top 10 most afflicted company branches. Consequently, the majority of thefts occur at a limited number of company branches.

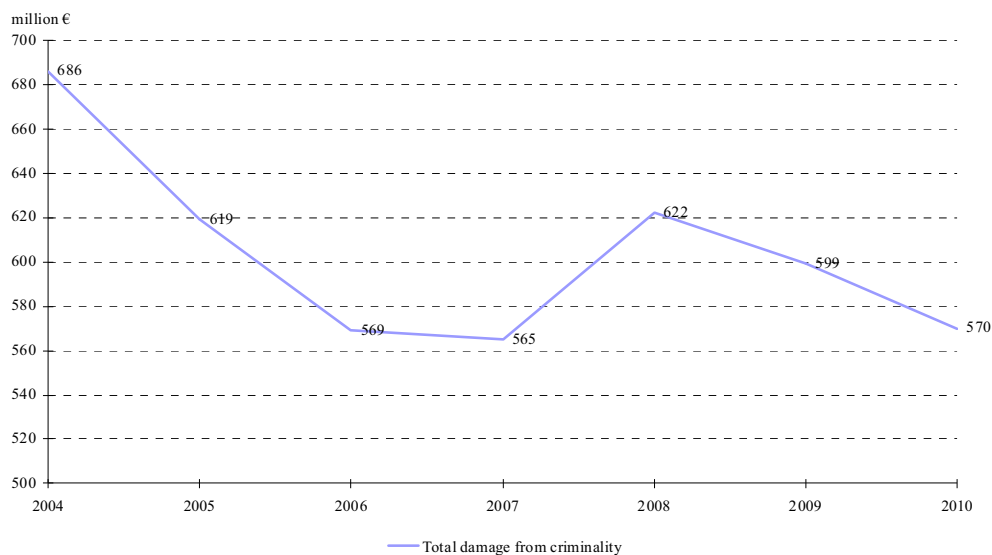
More than four in ten companies in the hotel and restaurant sector (42%), which are among the top 10 most afflicted companies, are afflicted by *vandalism*. In the transport sector, half of the companies in the top 10 percent are afflicted by *vandalism*.

In the construction, transport and commercial services sectors, over one fifth (22% 22% and 21%) of the burglaries is encountered in the top 10 companies.

1.2 Loss caused by criminality

An insight into the costs companies incur as a result of criminality is obtained by taking into account both direct loss and indirect loss. In 2010, the total amount of damage for the five examined sectors was *circa 570 million euros*⁴. Consequently the total loss incurred as a result of criminality has decreased as compared to 2004 (then 686 million euros), a decrease of 17%. The amount of damage continued to fall until 2007. In 2008, total damage increased because of an increase in shoplifting, after which it continued its downward trend in 2009 (also see figure 6).

6 | Trend total damage from criminality 2004 – 2010



Source: TNS NIPO, 2010

When we look at the amount of damage per sector per offence, we see that the retail sector has a particularly large share of total damage; the most costly offences in this sector are burglary and theft. Significant decreases or increases in the estimated loss incurred in 2010 compared to 2004, have been indicated in table 7 as percentages.

⁴ Exclusive of the loss incurred as a result of violent offences.

7 | Loss figures per sector and offence, in millions of euros*- 2004 to and including 2010

Loss in mill. euros:		Construction	Retail trade	Hotel and restaurant	Transport	Commercial services
Burglary	2004	55	89	18	36	84
	2005	57	79	18	25	74
	2006	52	75	17	26	66
	2007	54	77	19	25	63
	2008	57	71	19	22	74
	2009	53	74	21	24	61
	2010	59	75	23	23	64
	<i>diff.</i>	-	-16%	+28%	-36%	-24%
Theft	2004	40	146	12	22	33
	2005	35	141	12	18	27
	2006	40	120	11	15	25
	2007	41	114	11	17	22
	2008	42	140	13	15	31
	2009	38	129	13	16	28
	2010	39	136	11	14	19
	<i>diff.</i>	-	-	-	-36%	-42%
Vandalism	2004	15	34	12	10	24
	2005	15	34	10	9	22
	2006	15	30	10	7	20
	2007	14	32	11	8	22
	2008	14	33	11	6	29
	2009	14	29	11	6	29
	2010	13	23	10	6	20
	<i>diff.</i>	-	-32%	-17%	-40%	-
Other	2004	9	11	2.3	4	30
	2005	5	11	2	4	21
	2006	7	10	2	3	18
	2007	5	9	2	3	16
	2008	5	11	2	2	25
	2009	9	9	5	2	28
	2010	7	7	2	2	17
	<i>diff.</i>	-	-36%	-	-50%	-43%
Total 2010		118	241	49	45	120
Total estimated loss in 2004: 686 million euros						
Total estimated loss in 2010: 573 million euros						

Source: TNS NIPO, 2010

Figures shown in bold indicate a significant difference from 2004

*Figures based on respondents' estimates

Comparison of results from 2009 with 2010

The estimate for total damage from theft in the hotel and restaurant sector is lower than in 2009 (from €13 million 2009 to €11 million in 2010). The estimate for total damage from vandalism in this sector has also fallen (from €11 million 2009 to €10 million in 2010).

Just as in the hotel and restaurant sector, companies in the commercial services sector have estimated damage from theft and vandalism to be lower than in 2009. The estimation for total damage from theft is around €19 million in 2010 (in 2009: €28 million). The estimate for total damage from vandalism is circa €20 million (in 2009: €29 million).

Companies in the retail sector also estimate total damage from vandalism to be lower than in 2009 (from €29 million 2009 to €23 million in 2010).

In the other sectors, there were no significant differences in the estimates for total damage per type of offence.

1.3 Preventive measures

The vast majority of the companies appear to be aware of the possibility of becoming a victim of crime (Table 8). Three quarters of all companies take preventive measures. There appears to be a link between victimisation and the introduction of preventive measures. Companies that have been the victim of one or more offences are more likely (than average) to take preventive measures.

Within the construction sector, the number of companies that implements preventive measures has decreased in relation to 2004 (from 66% to 63%). In the four other sectors, the share of companies that take preventive measures is higher than the construction sector (retail 81%, hotel and restaurant 78%, transport 73% and commercial services 73%).

Comparison of results from 2009 with 2010

The percentage of companies that takes preventive measures is comparable with 2009 in all sectors. Even when the sectors are examined individually, there are no noteworthy differences compared to 2009.

Companies usually take measures that are technical in nature. The following table reveals that companies often decide to install an alarm. In addition, many companies fit extra locks and/or install CCTVs.

8 | *Percentage of companies that take preventive measures and percentage of companies that take the measures listed below, 2010 (top 3 shaded grey)*

	Construction	Retail trade	Hotel and restaurant	Transport	Business services sector
Takes preventive measures:	63%	81%	78%	73%	73%
Audible alarm	39	54	53	45	49
Silent alarm	28	41	39	34	34
Extra locks	28	22	24	20	28
Extra heavy hinges and locks	20	15	15	13	21
Fences	22	9	5	24	6
Security services / gatekeeper	8	10	12	16	11
Extra lighting	11	6	6	11	7
CCTVs / infrared	13	31	34	25	12

Source: TNS NIPO, 2010

The number of companies that request advice on crime prevention varies per sector, and increases as the companies begin to experience crime as more of a problem.

19% of all companies obtained advice in 2010, which is the same as the percentage in 2004. In the retail and hotel and restaurant sectors, the share of companies that obtained advice increased in relation to 2004. However, the percentage of companies that obtained advice about crime prevention actually decreased in the commercial services sector. In the construction and transport sectors, the figured was comparable to that of 2004. The main *type* of advice centred on electronic security and theft prevention.

On average, companies that are most afflicted by crime (top 10 percent) request advice more frequently; around twice as many companies. The advice related to preventing theft by third parties and electronic prevention.

9 | Percentage that seek advice or participate in projects --2004 to and including 2010

Sector	% Seeking advice 2004	% Seeking advice 2005	% Seeking advice 2006	% Seeking advice 2007	% Seeking advice 2008	% Seeking advice 2009	% Seeking advice 2010
Construction	12	13	11	12	12	11	12
Retail trade	25	24	22	23	24	25	28 +12%
Hotel and restaurant	21	20	19	18	19	20	25 +19%
Transport	19	18	17	18	18	17	18
Business services sector	17	15	15	15	14	14	14 -18%

Sector	% Project participation 2004	% Project participation 2005	% Project participation 2006	% Project participation 2007	% Project participation 2008	% Project participation 2009	% Project participation 2010
Construction	3	4	3	4	3	3	3
Retail trade	6	6	6	6	7	7	7 +17%
Hotel and restaurant	8	8	8	8	8	7	7
Transport	5	5	5	5	5	5	6
Business services sector	4	4	4	4	4	4	3 -25%

Source: TNS NIPO, 2010

Figures shown in bold indicate a significant difference from 2004

Participation in crime prevention projects, public order and security are other ways for companies to arm themselves against crime. Moreover, projects offer companies an opportunity to become familiar with other, more innovative means of combating crime. Table 9 lists the percentage of companies in each sector that took part in projects in 2010.

Of the companies that participate in these projects (5% of all companies), 37% are focused on improving security in the surroundings and 39% on general crime prevention. Further, of the companies that participate in projects (5%), one in three companies (29%) participates in the Safe Business Warranty (KVO). This has increased compared to 2004, when 16% of

companies that took preventive measures indicated that they participate in the KVO (in 2004, 5% of all companies also took preventive measures).

1.4 Notification and reporting conduct

If we look at the notification conduct in all five sectors, we see that 58% of all companies made one or more *notifications*⁵ to the police in 2010. This percentage has decreased compared to 2004 (67%). Of the companies that were the victim of one or more offences, 26% also made an actual report to the police. This percentage differs from 2004, when 28% of the companies reported offences to the police⁶.

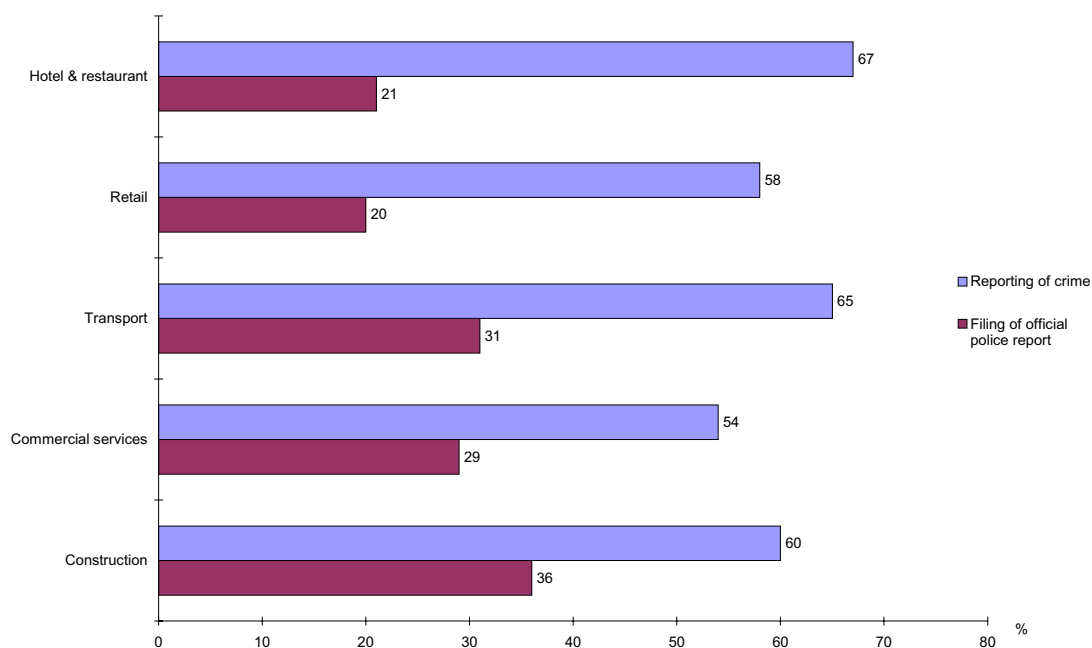
Notification and reporting conduct by sector

Zooming in on the afflicted companies by sector and comparing their notification and reporting conduct reveals clear differences (Graph 10). Expressing these differences in terms of percentages yields a parameter indicating the relationship between notification and reporting. This parameter is referred to as the *fallout*, which indicates the dropout of the companies that do not ultimately report the offence whilst they made the effort to give notification of the offence. Graph 10 shows the sector with the largest fallout at the top and the sector with the smallest fallout at the bottom.

⁵ A distinction is made between giving notification of an offence and reporting an offence. When an offence is reported, an official report or a standard report form is drawn up and signed. Giving notification of an offence relates to informing the police of an offence in the broadest sense of the word. Consequently, formally speaking 'notification' includes reporting an offence.

⁶ These percentages relate to all companies together and are not sector-specific.

10 | Relationship between giving notification of and reporting offences by afflicted companies by sector in 2010



Source: TNS NIPO, 2010

The fallout is greatest in the hotel and restaurant sector, where seven in ten (69%) companies that give notification of an offence do not ultimately report the offence (see both graph 10 and table 11). Two thirds of afflicted companies in the retail sector also give notification of offences but do not ultimately report them: the fallout is thus 66%. In the construction sector, relatively the most companies make an effort to both notify and report offences; in this case, the fallout is over four in ten (40%).

11 | *Fallout between notification and reporting conduct in afflicted companies – 2004 to and including 2010*

Sector		2004	2005	2006	2007	2008	2009	2010
%								
Construction	Notification	66	64	66	65	61	62	60
	Report	37	37	36	36	34	35	36
	<i>Fallout</i>	44%	42%	45%	45%	44%	44%	40%
Retail trade	Notification	64	63	61	61	58	59	58
	Report	25	25	23	23	22	22	20
	<i>Fallout</i>	61%	60%	62%	62%	62%	63%	66%
Hotel and restaurant	Notification	69	67	63	65	65	67	67
	Report	22	22	21	20	18	21	21
	<i>Fallout</i>	68 %	67 %	67%	69%	72%	69%	69%
Transport	Notification	70	68	69	70	66	69	65
	Report	35	33	35	35	33	33	31
	<i>Fallout</i>	50%	51%	49%	50%	50%	52%	52%
Commercial services	Notification	65	60	66	61	59	58	54
	Report	31	31	32	30	31	30	29
	<i>Fallout</i>	52%	48%	52%	51%	47%	48%	46%

Source: TNS NIPO, 2010

Notification and reporting conduct per type of offence

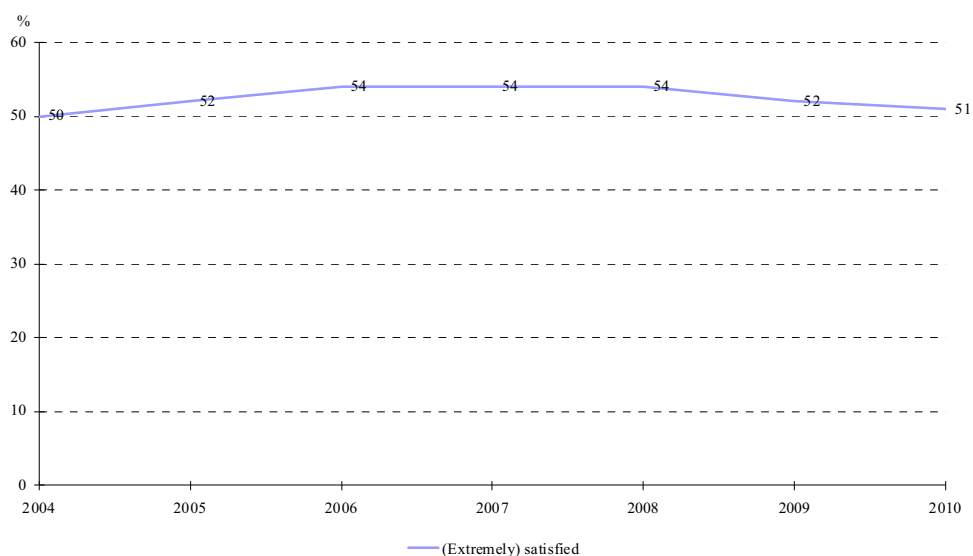
The study reveals a difference between the notification conduct for *burglary* and the notification conduct for other forms of crime. In total, 86% of the companies confronted with burglary notified the police of the offence. All sectors give notification of *burglary* relatively more frequently than other offences. 47% of all companies give notification of *theft*. In the hotel and restaurant sector, notification of *theft* occurs with the lowest frequency (43%), and with the highest frequency (62%) in the commercial services sector. 44% of all companies give notification of *vandalism*. Within the retail sector, the offence of *vandalism* is notified with the lowest (relatively) frequency (41%), 57% of all companies confronted with *violence* give notification of the offence: the frequency is lowest in the construction sector (43%) and highest in the hotel and restaurant sector (67%).

The degree of fallout varies with the type of offence. The number of companies giving notification of *violent offences*, in particular, is lower than the number that ultimately reports the offence (fallout of 73%). For most types of offence, the fallout amounts to almost four in ten to more than two-thirds. The fallout is relatively high for *burglaries in the hotel and restaurant sector* and the *retail sector*: Nine in ten (90%) afflicted hotel and restaurant companies make notification of burglary. Almost one in five companies (17%) reports the offence. In the retail sector, 89% makes notification and 24% actually report burglaries. In the case of violent offences, we also see high fallout in the hotel and restaurant and retail sectors. Of all hotel and restaurant companies, 67% makes notification and 16% reports. In the retail sector, this is 58% and 12% respectively.

1.5 Experience with and appreciation of the police

Half (51%) of all companies that have had contact with the police following the notification or reporting of an offence were (extremely) satisfied with the police. Satisfaction continues to increase until 2006. Thereafter, the percentage of companies that is (extremely) satisfied with police action stabilises. In 2009, the percentage of (extremely) satisfied companies fell slightly.

12 | Trend for the percentage of companies that is (extremely) satisfied with police action 2004 - 2008



Source: TNS NIPO, 2010

Table 13 shows the satisfaction with police action in each of the sectors. Satisfaction varies from 41% in the construction and transport sectors, to 64% in the hotel and restaurant sector.

13 | *Percentage of companies that is (extremely) satisfied with police action per sector*

Sector	% satisfied in 2004	% satisfied in 2005	% satisfied in 2006	% satisfied in 2007	% satisfied in 2008	% satisfied in 2009	% satisfied in 2010
Construction	42	46	49	44	50	43	41
Retail trade	51	55	59	57	59	57	56
Hotel and restaurant	55	59	60	61	60	59	64
Transport	41	45	45	44	50	43	41
Commercial services	50	50	50	54	48	48	47

Source: TNS NIPO, 2010

Figures shown in bold indicate a significant difference from 2004

Comparison of results from 2009 with 2010

For all sectors combined, we see that satisfaction with police actions is comparable to the figure in 2009 (52% in 2009 versus 51% in 2010). When we look at each sector individually, we see that satisfaction with the police has only increased in the hotel and restaurant sector (from 59% in 2009 to 64% in 2010). In all other sectors, satisfaction with the police is similar to that in 2009.

The primary reasons for the companies' satisfaction with the police were the speed of police action (25%) and the customer-friendliness of the police (22%).

The most important reasons for dissatisfaction were the perception that the police failed to provide sufficient feedback (18%) and take action following the notification or reporting of an offence (17%). Over one in ten (14%) of afflicted mentioned the lack of visible results.

1.6 Internal criminality

The MCB began to devote specific attention to internal criminality in 2006, with this being repeated in 2007, 2008 2009 and 2010. Internal criminality is understood as the theft of money or goods by the company's employees. This Section compares the situation with 2006.

The percentage of companies afflicted by internal criminality in 2010, did not deviate from the figure in 2006⁷. In total, 5% of all company branches encountered internal criminality⁸. This percentage has remained stable over the years.

⁷ In this case, we notice that the figure is based on responses provided by managers.

⁸ This includes sole proprietors. See sector reports for exact distribution per branch.

When we examine the extent to which internal criminality is encountered in the various sectors in 2010, the figures vary from 8% in the hotel and restaurant sector and 7% in the retail trade, to 2% in the commercial services sector. In the retail sector, we also see a variation per company type: for example, 26% of the supermarkets state that they are confronted with internal criminality compared to an average of 7% for the entire sector. 5% of the companies in the transport sector stated that they had been confronted by internal criminality. This was 4% in the construction sector.

The measure most frequently taken to combat internal criminality is checking references when hiring new employees (56% of the companies). In addition, 46% of the companies have drawn up employee rules relating to internal criminality. Four out of ten (40%) companies always report internal crimes.

1.7 Table of results 2004 to and including 2010

Finally, the following two pages contain a summary table containing the most relevant figures per sector for the years from 2004 to and including 2010. This highlights the significant differences between 2004 and 2010.

Master table 2004-2010

	Constructio n	Constructio n	Constructio n	Constructio n	Constructio n	Constructio n	Constructio n		Retail	Retail	Retail	Retail	Retail	Retail	Retail	Hotel and restaurant	Hotel and restaurant	Hotel and restaurant	Hotel and restaurant
	2004	2005	2006	2007	2008	2009	2010		2004	2005	2006	2007	2008	2009	2010	2004	2005	2006	2007
Sample size (rounded) n	5.700	6.400	5.800	6.700	3.400	5.500	6.400		8.800	9.000	11.800	10.700	12.400	11.900	10.900	8.900	9.500	6.200	6.600
% experienced crime as a (slight/serious) problem	25	22	22	22	19	19	21**		42	40	37	36	35	35	35**	34	32	30	31
% take preventive measures	66	65	64	64	63	63	63**		81	82	80	81	80	80	81	77	77	77	76
% keep a record of crime	16	18	18	18	17	16	16		22	24	24	26	25	24	25**	18	20	20	22
% take part in projects	3	4	3	4	3	3	3		6	6	6	6	7	7	7**	8	8	8	8
%(very) satisfied with police	42	46	49	44	50	43	41		51	55	59	57	59	57	56**	55	59	60	61
Victimisation																			
% general victimisation	30	28	28	27	25	25	26**		49	49	45	45	46	43	44**	47	45	43	43
% multiple victimisation	10	8	9	8	7	7	7**		20	19	17	16	16	15	15**	19	18	16	17
Burglary																			
% business victims	13	13	12	12	11	10	11**		15	13	11	11	10	10	10**	17	15	13	14
Average frequency	2,2	2,0	2,1	2,1	2,0	1,9	2,0*		1,9	1,6	1,7	1,7	1,6	1,7	1,6**	1,8	1,7	1,8	1,7
Estimated total no. offences	21.000	18.000	18.000	19.000	19.000	18.000	20.000		42.000	32.000	29.000	28.000	26.000	27.000	26.000**	12.000	10.000	9.000	9.000
Relative margin	8,1%	6,9%	7,6%	7,3%	11,2%	8,6%	8,7%		6,4%	7,0%	6,2%	6,6%	6,7%	6,8%	7,6%	6,5%	6,5%	10,3%	8,6%
Estimated total losses (mln €)	€55	€57	€52	€54	€57	€53	€59		€89	€79	€75	€77	€71	€74	€75**	€18	€18	€17	€19
Relative margin	8,9%	7,6%	8,8%	8,3%	10,4%	9,4%	8,7%		6,6%	7,9%	6,6%	7,1%	6,6%	6,7%	8,3%	7,7%	7,9%	9,8%	9,2%
% victims reported crime	84	87	86	86	80	83	82		88	87	88	89	87	89	89	88	89	87	89
% victims filed police report	41	47	45	45	43	43	47*		26	25	25	25	24	23	24	20	19	20	20
Theft																			
% business victims	12	11	11	12	9	10	10**		32	30	28	27	28	27	28**	17	16	15	15
Average frequency	3,5	3,0	3,2	3,4	2,8	3,1	2,7**		31,9	35,4	28,4	24	37,7	34,8	37*	7,2	6,9	5,6	5,9
Estimated total no. offences	27.000	22.000	24.000	26.000	23.000	26.000	22.000*		1.500.000	1.600.000	1.200.000	974.000	1.727.000	1.527.000	1.674.000	49.000	45.000	33.000	35.000
Relative margin	10,4%	9,0%	9,7%	8,8%	11,9%	12,7%	10,3%		8,5%	10,7%	7,6%	8,4%	8,1%	7,5%	7,7%	12,4%	12,6%	12,9%	17,0%
Estimated total losses (mln €)	€40	€35	€40	€41	€42	€38	€39		€146	€141	€120	€114	€140	€129	€136	€12	€12	€11	€11
Relative margin	10,7%	9,8%	10,6%	11,3%	14,5%	14,0%	11,0%		5,0%	4,7%	4,6%	4,7%	4,2%	4,2%	5,1%	9,5%	10,8%	11,3%	10,9%
% victims reported crime	51	51	51	54	55	53	49		47	48	45	47	44	45	44*	45	44	41	42
% victims filed police report	31	31	29	33	31	31	31		18	19	17	18	16	16	14**	19	19	17	16
Destruction																			
% business victims	12	10	11	10	9	8	8**		18	20	18	18	18	15	14**	24	24	23	24
Average frequency	3,1	2,7	2,8	2,7	3,0	2,6	2,4*		3,2	3,1	3,4	3,4	3,4	3,0	2,9	4,1	4,1	4,3	4,3
Estimated total no. offences	24.000	18.000	19.000	16.000	23.000	18.000	15.000**		86.000	88.000	89.000	92.000	93.000	71.000	62.000**	38.000	37.000	38.000	39.000
Relative margin	12,7%	11,3%	10,9%	10,6%	18,6%	13,6%	13,6%		7,9%	8,5%	8,5%	8,6%	8,5%	8,4%	11,6%	7,3%	8,3%	10,0%	9,0%
Estimated total losses (mln €)	€15	€15	€15	€14	€14	€14	€13		€34	€34	€30	€32	€33	€29	€23**	€12	€10	€10	€11
Relative margin	10,7%	9,4%	10,2%	12,1%	13,4%	12,4%	11,2%		6,6%	6,5%	5,8%	6,1%	5,5%	6,5%	6,7%	6,0%	6,8%	7,2%	6,7%
% victims reported crime	46	46	47	48	48	48	45		46	44	44	47	45	44	41**	46	45	45	44
% victims filed police report	25	24	24	24	27	26	27		17	18	17	19	18	17	16	14	15	13	14
Violent crimes																			
% business victims	2	2	2	2	2	2	2		7	6	5	5	6	5	6*	10	9	9	9
Relative marge percentage	18,4%	15,3%	17,1%	15,0%	21,4%	16,5%	19,1%		7,5%	9,9%	6,9%	8,9%	7,1%	9,0%	8,9%	6,4%	6,8%	8,2%	7,7%
Average frequency	3,3	2,5	2,8	2,2	2,1	4,6	5,6		4,5	4,9	4,8	4,0	5,5	4,7	4,9	4,3	4,1	3,8	4,2
% victims reported crime	56	42	40	43	36	44	43		59	57	52	54	55	58	58	68	64	66	67
% victims filed police report	30	23	17	19	12	18	15*		15	14	12	12	14	11	12	17	16	16	16
Other forms of crime																			
% business victims	3	3	4	3	3	3	4**		6	5	5	5	5	5	5	7	5	5	5
Average frequency	11,5	5,8	6,5	3,1	3,0	3,7	5,3		18,9	24,1	11,8	17	14,9	13,3	17,2	14,6	19,8	15,9	13
Estimated total no. offences	27.000	14.000	16.000	7.000	8.000	11.000	22.000		170.000	200.000	86.000	118.000	118.000	109.000	141.000	40.000	42.000	33.000	27.000
Estimated total losses (mln €)	€8,5	€5	€7	€5	€5	€9	€7		€11	€11	€10	€9	€11	€9	€7**	€2,3	€2	€2	€2
% victims reported crime	36	39	37	35	28	28	29		46	43	44	47	42	41	38*	52	54	52	57
% victims filed police report	18	18	16	15	13	17	14		18	19	16	16	14	14	14	12	15	15	18

*significant difference 2004-2010 with 95% reliability (significance level of 5%)

**very significant difference 2004-2010 with 99% reliability (significance level of 1%)

Significances are based on figures that have not been rounded off.

Hotel and restaurant 2008	Hotel and restaurant 2009	Hotel and restaurant 2010	Transport 2004	Transport 2005	Transport 2006	Transport 2007	Transport 2008	Transport 2009	Transport 2010	Commercial services 2004	Commercial services 2005	Commercial services 2006	Commercial services 2007	Commercial services 2008	Commercial services 2009	Commercial services 2010
6.600	6.100	5.800	6.500	3.900	4.800	3.600	3.000	3.400	3.200	7.800	9.300	9.000	10.100	12.100	10.400	3.700
30	31	31**	38	34	32	31	25	28	28**	22	19	19	18	16	15	15**
76	76	78	73	72	71	71	73	72	73	74	76	75	75	72	72	73
22	22	22**	26	27	26	28	27	27	29**	17	18	19	20	18	17	17
8	7	7	5	5	5	5	5	5	6	4	4	4	4	4	4	3*
60	59	64**	41	45	45	44	50	43	41	50	50	50	54	48	48	47
44	42	43**	42	39	37	34	31	32	34**	29	26	25	24	23	21	22**
17	16	16**	16	14	12	12	10	10	10**	8	6	6	6	5	5	4**
14	15	15	20	18	17	16	14	15	14**	11	9	9	8	7	6	6**
1,6	1,6	1,6**	2,9	2,9	3,2	2,8	2,7	2,5	2,5*	1,8	1,8	1,7	1,7	1,7	1,7	1,6
9.000	9.000	10.000**	17.000	15.000	16.000	13.000	10.000	11.000	10.000**	34.000	27.000	25.000	24.000	31.000	25.000	23.000**
7,9%	7,8%	7,8%	7,9%	9,9%	10,9%	10,7%	13,4%	11,4%	11,8%	7,2%	7,2%	7,6%	7,4%	9,3%	8,4%	16,4%
€ 19	€ 21	€ 23**	€ 36	€ 25	€ 26	€ 25	€ 22	€ 24	€ 23**	€ 84	€ 74	€ 66	€ 63	€ 74	€ 61	€ 64**
8,9%	9,1%	9,1%	7,8%	9,3%	9,5%	10,2%	11,4%	10,8%	11,9%	8,0%	8,1%	8,3%	7,9%	8,0%	9,9%	17,3%
88	87	90	83	83	80	85	82	80	83	89	90	87	88	88	86	86
15	18	17	35	36	35	38	39	32	35	36	39	34	33	40	35	38
15	14	14**	15	12	12	12	10	10	11**	6	5	5	4	4	4	3**
5,9	5,2	5,3**	6,6	4,6	4,8	4,2	4,2	3,6	3,6**	2,8	2,6	2,4	2,9	2,4	2,5	2,1*
34.000	29.000	29.000**	27.000	16.000	16.000	13.000	12.000	10.000	10.000**	28.000	21.000	20.000	21.000	22.000	21.000	15.000**
14,7%	13,7%	16,9%	17,0%	14,0%	18,2%	16,3%	19,6%	14,1%	22,2%	16,1%	12,1%	13,3%	14,9%	11,8%	16,5%	22,6%
€ 13	€ 13	€ 11	€ 22	€ 18	€ 15	€ 17	€ 15	€ 16	€ 14**	€ 33	€ 27	€ 25	€ 22	€ 31	€ 28	€ 19**
13,2%	18,0%	13,2%	10,7%	11,7%	13,8%	14,4%	16,9%	17,4%	21,2%	12,1%	11,8%	12,1%	12,4%	12,6%	14,2%	23,8%
44	48	43	63	63	60	65	61	66	57	65	59	67	61	60	64	62
19	22	20	35	33	32	36	31	35	34	40	33	39	35	38	37	40
24	22	21**	17	16	15	13	12	12	12**	12	11	10	11	10	9	8**
4,2	3,8	3,7	4,0	4,3	4,4	4,0	3,5	4,1	3,9	2,5	2,2	2,5	2,7	2,5	2,4	2**
38.000	32.000	29.000**	19.000	19.000	18.000	15.000	11.000	14.000	13.000**	47.000	38.000	39.000	46.000	53.000	48.000	36.000**
9,8%	10,6%	10,2%	10,5%	15,3%	14,0%	14,9%	17,9%	20,8%	17,6%	11,0%	8,6%	12,3%	11,1%	9,8%	11,4%	15,6%
€ 11	€ 11	€ 10**	€ 10	€ 9	€ 7	€ 8	€ 6	€ 6	€ 6**	€ 24	€ 22	€ 20	€ 22	€ 29	€ 29	€ 20
7,0%	8,6%	7,9%	8,8%	10,9%	10,6%	12,3%	14,1%	12,8%	13,1%	8,6%	8,6%	9,2%	8,0%	8,1%	9,9%	14,7%
44	44	44	50	50	47	49	45	52	45	47	46	48	47	45	46	48
13	14	16*	22	22	23	23	22	22	23	21	26	23	24	24	25	28*
9	8	9**	7	5	5	5	4	5	5**	4	3	3	3	3	3	2**
7,9%	8,7%	8,6%	9,0%	13,9%	12,3%	13,9%	19,5%	14,9%	15,6%	10,9%	12,8%	11,9%	10,7%	9,2%	9,5%	19,3%
4,8	5,0	4,8	6,7	6,8	4,5	12,5	10,6	12,6	9,9	3,6	3,4	3,8	5,7	4,1	4,6	6,1
67	71	67	56	59	56	53	52	62	58	55	53	53	56	50	56	53
12	16	16	22	18	23	21	19	24	19	21	21	22	20	20	21	20
6	5	6*	5	5	4	4	4	4	5	7	6	5	6	6	5	7
7,5	11,4	11,9	21,3	33,6	22,1	14,3	9,2	9,2	6,2**	36,8	31,3	33,5	60,6	38,8	13,3	16,1*
17.000	23.000	28.000*	33.000	49.000	26.000	15.000	11.000	10.000	9.000**	440.000	340.000	300.000	580.000	547.000	174.000	266.000
€ 2	€ 5	€ 2	€ 4	€ 4	€ 3	€ 3	€ 2	€ 2	€ 2**	€ 30	€ 21	€ 18	€ 16	€ 25	€ 28	€ 17**
49	52	50	45	39	48	46	50	44	35	29	28	29	30	27	31	18**
12	14	12	24	17	21	19	21	23	14*	13	14	13	16	14	15	8