Firmographics

Note: Information shared is for feedback purposes only and will in no ways be connected to you or your company.

We'd first like to capture a bit of information so we can segment the aggregated results of this survey.

* 1. For the purposes of this survey, are you responding for a single brand or for multiple brands under your company?

○ Single Brand

○ Multiple brands under one company. *Please enter the number of brands.*

[   ]

* 2. Of the following types of retail sectors, which describes your company?

○ Auto parts, tires & accessories

○ Books, magazines & music

○ Cameras & photography

○ Cards, gifts, floral & novelties

○ Consumer electronics, computers & appliances

○ Convenience store or truck stop

○ Crafts & hobbies

○ Department store

○ Discount, mass merchandise, or super center

○ Drug store or pharmacy

○ Entertainment media/games, DVDs & music CDs

○ Furniture

○ Grocery and supermarkets

○ Home improvement, building, hardware, lumber & garden supply

○ Household furnishings and housewares

○ Jewelry and watches

○ Liquor, wine, beer, or tobacco products

○ Office supplies & stationery

○ Optical goods & services

○ Pets & animal supplies

○ Shoes & footwear

○ Specialty accessories

○ Specialty children's apparel

○ Specialty women's apparel

○ Specialty men's apparel

○ Specialty men's & women's apparel

○ Sporting goods and recreational products

○ Toys

○ Warehouse club

○ Other (please specify)

[   ]

* 3. How many stores did your company operate at the end of fiscal year 2018 (typically ending January 31, 2018)?

○ Less than 50 stores

○ 50 to 200 stores

○ 201 to 500 stores

○ 501 to 1,000 stores

○ 1,001 to 2,000 stores

○ More than 2,000 stores

* 4. What was the sales volume for your company in fiscal year 2018 (typically ending January 31, 2018)? (Please round to the closest $10 million. For example, $320 million; $2.17 billion; $55.22 billion; etc.)

This information will ONLY be used for calculations throughout the analysis and will never be shared.

[   ]

* 5. Which of the following is most closely related to your current job title?

○ C-Suite

○ SVP

○ VP

○ Director

○ Analyst

○ Manager

○ Other (please specify)

[   ]

General Risk Questions

* 6. Please indicate whether or not the following risks and threats have become more or less of a priority for your organization in the last 5 years.

	Much more of a priority	Somewhat more of a priority	Unchanged	Somewhat less of a priority	Much less of a priority
Organized retail crime	◯	◯	◯	◯	◯
eCommerce crime	◯	◯	◯	◯	◯
Cyber-related incidents (e.g. data breaches)	◯	◯	◯	◯	◯
Internal theft	◯	◯	◯	◯	◯
Return fraud (including from buy online, pick up in-store)	◯	◯	◯	◯	◯

* 7. Within the past 12 months, where has your company been the victim of cargo theft?

☐ En route from the distribution center to a store

☐ En route from the manufacturer to the distribution center

☐ At the distribution center

☐ En route from one store to another store

☐ At the store

☐ We haven't been a victim of cargo theft in the past 12 months

☐ Other (please specify)

* 8. **Merchandise credits and gift cards:** Within the past 12 months, has your company experienced boosters stealing merchandise, returning it for merchandise credit or gift cards, then selling the merchandise credit/cards to secondary market buyers/sellers (internet, kiosk, pawn shops, check cashing stores) for cash?

☐ Yes – we have found them on websites

☐ Yes – we have found them in pawn shops

☐ Yes – we have found them in check cashing stores

☐ Yes – we have found them in other venues (please explain below)

☐ No

☐ Not sure

Other:

[   ]

* 9. Are there any new threats you see emerging that concern you as a LP/AP professional?

[   ]

* 10. What are your top 5 priorities in the upcoming year to reduce risks/threats/crime?

Priority 1:

[   ]

Priority 2:

[   ]

Priority 3:

[   ]

Priority 4:

[   ]

Priority 5:

[   ]

* 11. Is your company allocating additional resources to address risks this year?

☐ Yes, staff resources

☐ Yes, technology resources

☐ Yes, other budget resources

☐ No

* 12. Where have you noticed the greatest increase in fraud occurring?

◯ In-store only sales

◯ Online only sales

◯ Multichannel sales (for example, buy online pick-up in-store)

◯ N/A

* 13. What skills do you believe you need more of in your loss prevention department for your programs to be successful or grow?

☐ Analytical

☐ Investigative

☐ Interviewing

☐ Computer skills

☐ Cybersecurity

☐ Leadership

☐ Emotional intelligence

☐ Other (please specify)

[   ]

* 14. Compared to last year, are your LP teams in 2019 growing, decreasing or remaining the same in regards to number of employees?

◯ Growing significantly

◯ Growing somewhat

◯ Remaining flat

◯ Decreasing somewhat

◯ Decreasing significantly

* 15. What is the percentage of the following groups in positions of LP manager and above?

% Women =

[   ]

% African
American =

[   ]

% Latino =

[   ]

% Asian-Pacific =

[   ]

* 16. How strongly do you agree or disagree with the following statement: The diversity of our LP/AP department adequately represents the diversity of society.

( ) Agree strongly

( ) Agree somewhat

( ) Disagree somewhat

( ) Disagree strongly

* 17. Compared to last year, is your LP budget in 2019 increasing, decreasing or remaining the same? (Please select one.)

( ) Increasing significantly (20% or more over 2018 levels)

( ) Increasing somewhat (1% to less than 20% over 2018 levels)

( ) Remaining flat

( ) Decreasing somewhat (1 to 20% LESS than 2018 levels)

( ) Decreasing significantly (Over 20% LESS than 2018 levels)

* 18. For threat prevention purposes, has your company implemented any of the following LP-related emerging technology countermeasures?

	We have implemented already across all our stores	We are in pilot (limited rollout / testing)	We plan to implement this year (2019)	We plan to implement next year (2020)	We have no current plans to implement
Fingerprint ID at POS	◯	◯	◯	◯	◯
Facial recognition	◯	◯	◯	◯	◯
Solution provider video analytics	◯	◯	◯	◯	◯
POS analytics	◯	◯	◯	◯	◯

Shrinkage Questions

* 19. For fiscal year 2018, what was your company's inventory shrinkage percentage (%) calculated at retail? Be sure to report shrinkage based on retail sales ($ retail value losses ÷ $ total retail sales), and format as a percent, for example: 0.9%, 1.3%, 2.45%, etc.

[   ]

* 20. How many **dishonest employee** apprehensions, terminations, prosecutions and civil demands were made in 2018?

of
Apprehensions =

[   ]

# of Terminations
=

[   ]

# of Prosecutions
=

[   ]

# of Civil demands
=

[   ]

* 21. What is the average dollar loss per dishonest employee case?

[   ]

* 22. What are the loss prevention awareness**programs** that your company currently utilizes? (Please check only those in which loss prevention material is incorporated.)

- [ ] Active Shooter training program
- [ ] Anonymous online / email notification system
- [ ] Anonymous telephone "hotline"
- [ ] Bulletin board notices and posters
- [ ] Code of conduct
- [ ] Discussion during new hire orientation
- [ ] Honesty incentives (e.g. cash & gifts)
- [ ] Instore, employee LP committees
- [ ] Internet-based training, videos, etc.
- [ ] None of the above
- [ ] Other (please specify)

[   ]

* 23. Which of the following loss prevention**systems** does your company currently utilize? Please check all that apply.

- [ ] Acousto-magnetic, electronic security tags
- [ ] Armored car deposit pickups
- [ ] Burglar alarms
- [ ] Cables, locks and chains
- [ ] Check approval database screening systems
- [ ] Digital video recorders
- [ ] Door greeter/receipt checker
- [ ] Drop safes
- [ ] Fitting room attendants
- [ ] Ink / dye benefit denial tags
- [ ] IP analytics
- [ ] Live, hidden CCTV
- [ ] Live customer visible CCTV
- [ ] Merchandise alarms/electronic security tags

- [ ] Mystery or honesty shoppers
- [ ] Observation booths/mirrors
- [ ] Plain clothes store detectives
- [ ] POS data mining
- [ ] POS exception-based CCTV interface
- [ ] Remote IP CCTV monitoring
- [ ] Return management system
- [ ] RF electronic security tags
- [ ] RFID merchandise tags for inventory control
- [ ] Secured display fixtures
- [ ] Shoplifting deterrence signage
- [ ] Silent alarms
- [ ] Theft deterrent devices (spider wraps, keepers, etc.)
- [ ] Uniformed guards
- [ ] Web-based case management and reporting
- [ ] None of the above
- [ ] Other (please specify)

> [   ]

* 24. How many **shoplifting** apprehensions (i.e. stops), prosecutions, and civil demands were made in 2018?

of
Apprehensions
(stops without
referrals) =

[   ]

# of Prosecutions
(law enforcement
referrals) =

[   ]

# of Civil demands
=

[   ]

* 25. How many **robberies** did your company experience in 2018?

[   ]

* 26. What is your company's average dollar loss per each of the following incidents?

$ loss per robbery
incident:

\
\

$ loss per
shoplifting
incident:

\
\

Cybersecurity Questions

* 27. How often are you involved in your organization's cybersecurity issues?

○ Always

○ Very often

○ Sometimes

○ Rarely

○ Never

Cybersecurity Questions Continued

* 28. In what specific areas are you working with your cybersecurity colleagues? (Select as many as apply).

- ( ) Risk management and compliance
- ( ) Personnel security and insider risks
- ( ) Employee awareness and training
- ( ) Threat analysis
- ( ) Disaster recovery and business continuity
- ( ) Incident response
- ( ) Investigation and forensics
- ( ) Other (please specify)

[   ]

Cybersecurity Questions Continued

* 29. Do you feel you're as involved as you should be?

○ Yes, definitely

○ Yes, somewhat

○ No, not really

○ No, definitely not

* 30. How strongly do you agree or disagree with the following statement:
  There is increasing overlap between LP and cybersecurity priorities.

○ Agree strongly

○ Agree somewhat

○ Disagree somewhat

○ Disagree strongly

Organized Retail Crime Questions

* 31. Have you seen an increase in ORC activity in the past 12 months at your company?

- ◯ Yes, a significant increase in ORC activity
- ◯ Yes, a slight increase in ORC activity
- ◯ No, no change in ORC activity
- ◯ A slight decrease in ORC activity
- ◯ A significant decrease in ORC activity
- ◯ We haven't had any ORC activity in the past 12 months

* 32. Why do you think your company has seen an **increase** in ORC activity?

Organized Retail Crime Questions Continued

* 33. Why do you think your company has seen a **decrease** in ORC activity?

[   ]

* 34. In your best estimate, what is your company's**total ORC case value** for the last 12 months? Please give your answer in dollars.

> [   ]

* 35. Within the past 12 months, has your company changed any of the following policies to address ORC?

	Have changed	Plan to change	Don't have plans to change	Don't have policy for this
Return policy	◯	◯	◯	◯
Point-of-sale policy	◯	◯	◯	◯
Trespass policy	◯	◯	◯	◯
Employee screening policy	◯	◯	◯	◯

Other (please specify)

> [   ]

* 36. In states that DO currently have ORC laws and where your company has a presence, how satisfied have you been with the support you receive from each of the below law enforcement agencies?

	Very satisfied	Somewhat satisfied	Not very satisfied	Not satisfied at all	N/A
Local/county law enforcement	◯	◯	◯	◯	◯
State law enforcement	◯	◯	◯	◯	◯
Federal law enforcement	◯	◯	◯	◯	◯

* 37. Overall, do you believe a federal ORC law is needed to effectively combat this issue? Why or why not?

◯ Yes

◯ No

◯ Not sure

Comments:

[   ]

* 38. In states where the felony threshold has increased and where your company has a presence, have you noticed an increase in the average ORC case value in that state?

◯ Yes, a significant increase

◯ Yes, a slight increase

◯ No change at all

◯ No, a slight decrease

◯ No, a significant decrease

◯ N/A

* 39. In order to maintain a current list of the top cities/metropolitan areas affected by ORC, please indicate up to 10 cities where your stores/distribution centers are affected most. Please do not pick more than 10 cities.

☐ AZ – Phoenix

☐ CA – Los Angeles

☐ CA – Orange County

☐ CA - Riverside/San Bernardino/Ontario

☐ CA – Sacramento

☐ CA – San Diego

☐ CA – San Francisco/Oakland

☐ CA – San Jose

☐ CO – Denver

☐ DC – Washington

☐ FL – Ft. Lauderdale

☐ FL – Jacksonville

- [ ] FL – Miami
- [ ] FL – Orlando
- [ ] FL – Tampa
- [ ] GA – Atlanta
- [ ] IL – Chicago
- [ ] KY – Louisville/Jefferson County
- [ ] LA – New Orleans
- [ ] MA – Boston
- [ ] MD – Baltimore
- [ ] MI – Detroit
- [ ] MO – Kansas City
- [ ] MO – St. Louis
- [ ] NJ – Northern, NJ
- [ ] NM – Albuquerque
- [ ] NV – Las Vegas
- [ ] NY – New York
- [ ] OH – Cincinnati
- [ ] OH – Columbus
- [ ] OR – Portland
- [ ] PA – Philadelphia
- [ ] TN – Memphis
- [ ] TX – Arlington/Dallas/Fort Worth
- [ ] TX – Austin
- [ ] TX – El Paso
- [ ] TX – Houston
- [ ] VA – Richmond
- [ ] WA – Seattle
- [ ] Other (please specify)

40. Are ORC gangs exhibiting more or less aggression and violence than they did last year?

- ( ) Much more
- ( ) Somewhat more
- ( ) The same
- ( ) Somewhat less
- ( ) Much less

* 41. What are the top stolen items by ORC gangs? Please check all that apply.

☐ Designer clothes

☐ Designer Handbags

☐ Deodorant

☐ Contraceptives

☐ Infant Formula

☐ Laundry detergent

☐ Allergy medicine

☐ Razors

☐ High end Liquor

☐ Denim pants

☐ Energy drinks

☐ Teeth whitening strips

☐ High end vacuums

☐ Pain relievers

☐ Cell phones

☐ Laptops/Tablets

☐ Cigarettes

☐ High end appliances

☐ Weight loss pills

☐ Pregnancy tests

☐ Children's toys

☐ Please list other top stolen items:

[_____]

Thank you!

42. As promised, we'll be sending you a $10 Starbucks gift card as a thank you for your time. If you'd like to receive one please enter your info in below.

Email Address:

Company: