

The cost of the UK Retail Crime losses in 2019

THE HEADLINE



£4.82
billion

Total UK retail crime losses in 2019

ONLY
7%

Crime reported: customer, employee & warehouse



THE BREAKDOWN

£1.9bn
34.6%

UK retail customer shop theft

£0.9
billion

UK retail losses from suppliers & warehouse crime

£0.6
12.5%

Organised crime

£1.3bn
22.1%

UK retail staff theft



WHAT DOES THAT LOOK LIKE?

374,395

Cases of shoplifting in 2019

25%

Retail staff have experienced violence or abuse

41,000

Reported incidents of violence or abuse against staff (2019)



THE COST

£73

Retail crime cost for every person

£1.0
billion

Costs of security & crime prevention equipment & staff

1.42%

of turnover is accounted for by crime



ON THE INCREASE

↑
8.7%

Customer theft increase year on year

50%
↑

of retailers felt poor Police response with retail crime

21%

Organised crime increase year on year

The cost of the UK Convenience Store Crime losses in 2019

THE HEADLINE



£246
million

Total sector store theft

79%

Repeat offenders



£5,300
2019

Average losses for every convenience store in the UK

7p

Cost addition on every transaction

£4,080

On average every store spends on crime prevention



10,000

Incidents of instore violence or abuse against staff

83%

Staff who have experienced violence or abuse

68%

Incidents involving knives