



The First
Australian National
Survey
of

***Crimes
against
Businesses***

JOHN WALKER

Crimes against Businesses

The Australian Institute of Criminology wishes to acknowledge the assistance of the Insurance Council of Australia, and particularly its Chief Executive Mr Peter Daly and Project Manager Lyn Weatherby, in the conduct of this survey. Their contribution has been very much appreciated.

The First Australian National Survey of Crimes against Businesses

John Walker



Australian Institute of Criminology

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Contents

EXECUTIVE SUMMARY

Major Findings	3	What are the Risk Factors Associated with Crimes?	6
Selected Neighbourhood Problems	3	What does Crime Cost Businesses?	7
Perceptions of Crime	4	The Total Costs of Crime, Security and Stock	
Actual Victimization	4	Losses in 1992, by Cause	7
Percentages of Businesses Victimized at Least		Crime Prevention Issues	8
Once in 1992, by Type of Crime	5		

Chapter 1

INTRODUCTION

Methodology	11	About the Results	24
The Survey Questionnaire and Interview	12-22	Some Caveats	24
Figure 1.		Nomogram (Level of Confidence=95%)	26-27
Preparation Help Sheet	23		

Chapter 2

ESTIMATES OF THE INCIDENCE AND CHARACTERISTICS OF CRIMES AGAINST BUSINESSES

Outline of the Results	31	Figure 6.	
Figure 2.		Percentages of Businesses Victimized at Least	
Percentages of Businesses perceiving a "Serious		Once in 1992, by type of Crime	35
or Fairly Serious Crime Problem" in their		Business Experiences of Crime in 1992	35
neighbourhood, by Sector of Industry	32	Table 1.	
Figure 3.		Selected Neighbourhood Problems, Percentages	
Selected Neighbourhood Problems,		of Businesses with Perceived Serious or Fairly	
Percentages		Serious Problems by Type of Problem and	
of Businesses perceiving a Serious or Fairly		Sector/Size of Industry	38
Serious Problem	32	Table 2.	
Figure 4.		Selected Neighbourhood Problems, Percentages	
Perceptions of trends in Crime Problems in last		of Businesses with Perceived Serious or Fairly	
Two-Three years, by Sector of Industry	33	Serious Problems by Type of Problem and	
Figure 5.		State/Territory	39
Actual Victimization ,		Table 3.	
Percentages of Businesses Victimized by Crime at		Selected Neighbourhood Problems, Percentages	
Least Once in 1992, by Sector of Industry	34	of Businesses with Perceived Serious or Fairly	
		Serious Problems by Region (Based on Telephone	
		Codes)	39

Table 4. Selected Neighbourhood Problems, Percentages of Businesses with Perceived Serious or Fairly Serious Problems by Type of Problem and Location of Business Premises	40	Table 15. Business Experience of Vehicles Stolen Percentages by Frequency and Annual Costs	47
Table 5. Impressions of Trends in Crime Problems in Last Two-Three Years Percentages by Sector/Size of Business	40	Figure 10. Victims of Vehicle Theft, as Percentages of Businesses using Vehicles from the premises	47
Table 6. Impressions of Trends in Crime Problems in Last Two-Three Years Percentages by State/Territory	41	Table 16. Business Experience of Thefts from Company Vehicles, Percentages by Frequency and Annual Costs	48
Table 7. Impressions of Trends in Crime Problems in Last Two-Three Years Percentages by Region (Based on Telephone Codes)	41	Figure 11. Average Annual Costs of Vehicle Crimes, by Sector of Industry	48
Table 8. Impressions of Trends in Crime Problems in Last Two-Three Years Percentages by Location of Business Premises	41	Table 17. Retailing Business Experience of Thefts by Customers, Percentages by Frequency and Annual Costs	49
Table 9. Businesses Victimised by Type of Incident, Percentages by Sector of Industry	42	Table 18. Business Experience of Thefts by Employees Percentages by Frequency and Annual Costs	50
Table 10. Businesses Victimised by Type of Incident, Percentages by State/Territory	43	Table 19. Business Experience of Thefts by Others Percentages by Frequency and Annual Costs	51
Table 11. Businesses Victimised by Type of Incident, Percentages by Region (Based on Telephone Codes)	43	Figure 12. Average Annual Incidence of Theft, by Type of Offender and Sector of Industry	51
Table 12. Businesses Victimised by Type of Incident, Percentages by Location of Business Premises	44	Table 20. Business Experience of Unidentified Thefts, Percentages by Frequency and Annual Costs	52
Figure 7. Business Victimised by Crime in 1992, Percentages by Location of Business Premises	44	Figure 13. Average Annual Costs of Theft, by Type of Offender and Sector of Industry	52
Table 13. Business Experience of Burglaries, Percentages by Frequency and Annual Costs	45	Table 21. Business Experience of Frauds by Employees, Percentages by Frequency and Annual Costs	53
Figure 8. Distribution of Annual Costs of Burglary for Businesses burgled during 1992	45	Table 22. Business Experience of Other Frauds, Percentages by Frequency and Annual Costs	54
Table 14. Business Experience of Vandalism, Percentages by Frequency and Annual Costs	46	Figure 14. Average Annual Costs of Fraud, by Type of Offender and Sector of Industry	54
Figure 9. Average Annual Costs of Vandalism, by Sector of Industry	46	Table 23. Business Experience of Robberies, Percentages by Frequency, Characteristics and Annual Costs	55
		Table 24. Business Experience of Assaults on Employees, Percentages by Frequency and Characteristics of Incident	55

Table 25.
Business Experience of Bribery/Extortion,
Percentages by Frequency of Incident

56

Figure 14.

Percentages of Businesses affected by Violence in
1992, by Type of Incident and Sector of Industry

56

Chapter 3

RISK FACTORS ASSOCIATED WITH CRIME PROBLEMS

Table 26.
Association of Sector of Industry with Perceived
Seriousness of Local Crime Problems

61

Table 27.
Association of Juvenile Problems with Perceived
Seriousness of Local Crime Problems

62

Table 28.
Association of Urban Location with Perceived
Seriousness of Local Crime Problems

62

Table 29.
Association of Size of Premises/No. of Staff with
Perceived Seriousness of Local Crime Problems

62

Table 30.
Association of Sector of Industry with Perceived
Crime Trends

62

Table 31.
Association of Juvenile Problems with Perceived
Crime Trends

63

Table 32.
Association of Urban Location with Perceived
Crime Trends

63

Table 33.
Association of Size of Premises/No. of Staff with
Perceived Crime Trends

63

Table 34.
Association of Sector of Industry with the Actual
Incidence of Crime

64

Table 35.
Association of Juvenile Problems with the Actual
Incidence of Crime

64

Table 36.
Association of Urban Location with the Actual
Incidence of Crime

64

Table 37.
Association of Size of Premises/No. of Staff with
the Actual Incidence of Crime

65

Table 38.
Association of Sector of Industry with Incidence
of Burglary

65

Table 39.
Association of Juvenile Problems with Incidence
of Burglary

65

Table 40.
Association of Urban Location with Incidence
of Burglary

65

Table 41.
Association of Size of Premises/No. of Staff with
Incidence of Burglary

66

Table 42.
Association of Sector of Industry with Incidence
of Vandalism

66

Table 43.
Association of Juvenile Problems with Incidence
of Vandalism

66

Table 44.
Association of Urban Location with Incidence of
Vandalism

66

Table 45.
Association of Size of Premises/No. of Staff with
Incidence of Vandalism

67

Table 46.
Association of Sector of Industry with Incidence
of Motor Vehicle Theft

67

Table 47.
Association of Juvenile Problems with Incidence
of Motor Vehicle Theft

67

Table 48.
Association of Urban Location with Incidence of
Motor Vehicle Theft

67

Table 49.
Association of Size of Premises/No. of Staff with
Motor Vehicle Theft

68

Table 50.
Association of Sector of Industry with Incidence
of Theft from Vehicles

68

Table 51.
Association of Juvenile Problems with Incidence
of Theft from Vehicles

68

Table 52. Association of Urban Location with Incidence of Theft from Vehicles	68
Table 53. Association of Size of Premises/No. of Staff with Theft from Vehicles	69
Table 54. Association of Sector of Industry with Incidence of Theft from Premises	69
Table 55. Association of Juvenile Problems with Incidence of Theft from Premises	69
Table 56. Association of Urban Location with Incidence of Theft from Premises	69
Table 57. Association of Size of Premises/No. of Staff with Theft from Premises	70
Table 58. Association of Sector of Industry with Incidence of Theft by Customers	70
Table 59. Association of Juvenile Problems with Incidence of Theft by Customers	70
Table 60. Association of Urban Location with Incidence of Theft by Customers	70
Table 61. Association of Size of Premises/No. of Staff with Theft by Customers	71
Table 62. Association of Sector of Industry with Incidence of Theft by Employees	71
Table 63. Association of Juvenile Problems with Incidence of Theft by Employees	71
Table 64. Association of Urban Location with Incidence of Theft by Employees	71
Table 65. Association of Size of Premises/No. of Staff with Theft by Employees	72
Table 66. Association of Sector of Industry with Incidence of Other Theft	72
Table 67. Association of Juvenile Problems with Incidence of Other Theft	72

Table 68. Association of Urban Location with Incidence of Other Theft	72
Table 69. Association of Size of Premises/No. of Staff with Other Theft	73
Table 70. Association of Sector of Industry with Incidence of Fraud by Employees	73
Table 71. Association of Juvenile Problems with Incidence of Fraud by Employees	73
Table 72. Association of Urban Location with Incidence of Fraud by Employees	73
Table 73. Association of Size of Premises/No. of Staff with Fraud by Employees	74
Table 74. Association of Sector of Industry with Incidence of Other Fraud	74
Table 75. Association of Juvenile Problems with Incidence of Other Fraud	74
Table 76. Association of Urban Location with Incidence of Other Fraud	75
Table 77. Association of Size of Premises/No. of Staff with Other Fraud	75
Table 78. Association of Sector of Industry with Incidence of Robbery	75
Table 79. Association of Juvenile Problems with Incidence of Robbery	75
Table 80. Association of Urban Location with Incidence of Robbery	76
Table 81. Association of Size of Premises/No. of Staff with Robbery	76
Table 82. Association of Sector of Industry with Incidence of Assault on Employees	76
Table 83. Association of Juvenile Problems with Incidence of Assault on Employees	76

Table 84. Association of Urban Location with Incidence of Assault on Employees	77	Table 87. Association of Juvenile Problems with Incidence of Bribery/Extortion	77
Table 85. Association of Size Premises/No. of Staff with Assault on Employees	77	Table 88. Association of Urban Location with Incidence of Bribery/Extortion	78
Table 86. Association of Sector of Industry with Incidence of Bribery/Extortion	77	Table 89. Association of Size of Premises/No. of Staff with Bribery/Extortion	78

Chapter 4

CRIME PREVENTION ISSUES AND COSTS

Figure 15. Percentages of Businesses employing selected Security Measures, by Size of Business	82	Table 97. Association of Crime Prevention Measures with Perceived Seriousness of Crime Problems	89
Figure 16. Satisfaction with Police dealing with Local Crime against Businesses, by Sector of Industry	82	Table 98. Association of Crime Prevention Measures with Perceived Crime Trends	89
Figure 17. Sources of Advice about Security Matters, by Sector of Industry	83	Table 99. Association of Crime Prevention Measures with Incidence of Burglary	90
Table 90. Security Measures Taken, Percentages by Sector/Size of Business	84	Table 100. Association of Crime Prevention Measures with Incidence of Vandalism	90
Table 91. Annual Maintenance & Running Costs of Security Systems Percentages by Sector/Size of Business	85	Table 101. Association of Crime Prevention Measures with Incidence of Motor Vehicle Theft	91
Table 92. Contacts with Police about Crime or Crime Prevention, Percentages by Sector/Size of Business	86	Table 102. Association of Crime Prevention Measures with Incidence of Theft from Vehicles	91
Table 93. Satisfaction with Local Police dealing with Crime Problems, Percentages by Sector/Size of Business	86	Table 103. Association of Crime Prevention Measures with Incidence of Theft from Premises	92
Table 94. Contacts with Local Council about Crime or Crime Prevention, Percentages by Sector/Size of Businesses	87	Table 104. Association of Crime Prevention Measures with Incidence of Theft by Customers	92
Table 95. Contacts with Local Business Community Crime Prevention Activity Percentages by Sector/ Size of Businesses	87	Table 105. Association of Crime Prevention Measures with Incidence of Theft by Employees	93
Table 96. Sources of Advice on Security Matters Percentages by Sector/Size of Businesses	88	Table 106. Association of Crime Prevention Measures with Incidence of Other Theft	93
		Table 107. Association of Crime Prevention Measures with Incidence of Fraud by Employees	94

Table 108. Association of Crime Prevention Measures with Incidence of Other Fraud	94	Table 110. Association of Crime Prevention Measures with Incidence of Assault on Employees	95
Table 109. Association of Crime Prevention Measures with Incidence of Robbery	95	Table 111. Association of Crime Prevention Measures with Incidence of Bribery/Extortion	96

Chapter 5

THE COSTS OF CRIMES AGAINST BUSINESS

Figure 18. The Total Costs of Crime, Security and Stock Losses in 1992, by Cause	100	Table 119. Average and Total Annual Costs of Unidentified Thefts National Estimates by Industry Sector and Size of Business	105
Figure 19. The Total Costs of Crime, Security and Stock Losses in 1992, by Sector and by Cause.	101	Table 120. Average and Total Annual Costs of Frauds by Employees National Estimates by Industry Sector and Size of Business	105
Table 112. Average and Total Annual Costs of Burglary National Estimates by Industry Sector and Size of Business	101	Table 121. Average and Total Annual Costs of Frauds by Others National Estimates by Industry Sector and Size of Business	106
Table 113. Average and Total Annual Costs of Vandalism National Estimates by Industry Sector and Size of Business	102	Table 122. Average and Total Annual Costs of Robberies National Estimates by Industry Sector and Size of Business	106
Table 114. Average and Total Annual Costs of Vehicle Theft National Estimates by Industry Sector and Size of Business	102	Table 123. Average and Total Annual Direct Costs of All Crimes National Estimates by Industry Sector and Size of Business	107
Table 115. Average and Total Annual Costs of Thefts from Vehicles National Estimates by Industry Sector and Size of Business	103	Table 124. Average and Total Annual Costs of Security Measures National Estimates by Industry Sector and Size of Business	107
Table 116. Average and Total Annual Costs of Thefts by Customers National Estimates by Industry Sector and Size of Business	103	Table 125. Average and Total Annual Direct Costs of Crime and Security National Estimates by Industry Sector and Size of Business	108
Table 117. Average and Total Annual Costs of Thefts by Employees National Estimates by Industry Sector and Size of Business	104	Table 126. Average and Total Annual Costs of Indirect Losses due to Crime National Estimates by Industry Sector and Size of Business	108
Table 118. Average and Total Annual Costs of Thefts by Others National Estimates by Industry Sector and Size of Business	104		

Table 127. Average and Total Annual Costs of Direct and Indirect Losses due to Crime National Estimates by Industry Sector and Size of Business	109	Table 135. Association of Sector of Industry with Security Costs in 1992	113
Table 128. Average and Total Annual Costs of "Leakage and Shrinkage" National Estimates by Industry Sector and Size of Business	109	Table 136. Association of Juvenile Problems with Security Costs in 1992	113
Table 129. Total Annual Costs of Crime and Security, including "Leakage and Shrinkage" National Estimates by Industry Sector and Size of Business	110	Table 137. Association of Urban Location with Security Costs in 1992	114
Table 130. Total Annual Costs of Crime and Security, including "Leakage and Shrinkage" National Estimates by Type of Costs, Industry Sector and Size of Business (\$,000)	111	Table 138. Association of Size of Premises/No of Staff with Security Costs in 1992	114
Table 131. Association of Sector of Industry with Direct Cost of Crime in 1992	112	Table 139. Association of Sector of Industry with Grand Total Costs of Crime in 1992	114
Table 132. Association of Juvenile Problems with Direct Cost of Crime in 1992	112	Table 140. Association of Juvenile Problems with Grand Total Costs of Crime in 1992	115
Table 133. Association of Urban Location with Direct Cost of Crime in 1992	112	Table 141. Association of Urban Location with Grand Total Costs of Crime in 1992	115
Table 134. Association of Size of Premises/No of Staff with Direct Cost of Crime in 1992	113	Table 142. Association of Size of Premises/No of Staff with Grand Total Costs of Crime in 1992	115
		Table 143. Association of Crime Prevention Measures with Direct Costs of All Crime	115
		Table 144. Association of Crime Prevention Measures with Security Costs	116
		Table 145. Association of Crime Prevention Measures with Grand Total Costs of Crime in 1992	116

Appendix 1

SUMMARY OF SAMPLE CHARACTERISTICS

Table A1. The Sample by Industry Sector and Staffing Numbers	119	Table A4. Types and Costs of Crimes Occurring in 1992 Differences between Industries' Victimisation Patterns	121 123
Table A2. The Sample as Proportion of Actual Numbers of Business Premises in Each Category Problems facing Businesses in General	120 120	Table A5. Percentages of Sample Vicimised, by Type of Incident and Industry Sector Crime Prevention Activities	123 123
Table A3. Seriousness of Problems Facing Businesses Crimes occurring in 1992	121 121	Table A6. Crime Prevention Measures	123

Sources of Advice on Security	124	Table A8.	
Table A7.		Satisfaction with Police	124
Sources of Advice on Security	124	Other Issues in Brief	124
Satisfaction with Police	124		

Appendix 2

MULTIVARIATE ANALYSES OF PERCEPTIONS, INCIDENCE AND RISK FACTORS OF CRIMES AGAINST BUSINESSES

Correlation Coefficients between Crime Incidence Variables	128	Three Multivariate Models of Crime Incidence	129
Factor Analysis: Rotated Factor Matrix of Crime Incidence Variables	129	Model 1.	130
		Model 2.	132
		Model 3.	133

REFERENCES 135

Preface

For a number of years the Australian Institute of Criminology has promoted the use of sample surveys to help determine the levels of victimisation, and the patterns of risk, in crimes against individuals and households in the community. Results obtained from these surveys show how much crime exists in Australia, how much of it is reported to police, what are the characteristics of persons and households at risk, how the incidents took place, whether the police response was adequate, and what were the consequences in terms of property losses and injuries. In addition, useful information is obtained on the levels of use of various common crime prevention methods, and respondents' opinions of the performance of the criminal justice system.

This type of information has already provided considerable essential policy relevant data to a wide range of criminal justice and other agencies engaged in developing crime prevention policies, from the Commonwealth Grants Commission which is currently using victim survey data to assist in the determination of the demand for law and order services, to a wide range of planning authorities who are using the data to help design out crime in urban areas. It has been observed, however, that offences against businesses account for considerable proportions of all crimes (See, for example, Biderman & Lynch 1991, Skogan 1991, Walker 1992 and various State and Territory tabulations of crimes reported to police), and these incidents will in general escape the attention of the traditional surveys, which are addressed only to crimes against individuals and households. Police data indicate that, pro rata, businesses are considerably more at risk of crime than are households, and that the costs of crimes against businesses are a significant imposition on business. Police statistics, however, do not provide the sort of detail needed for crime prevention policy development.

In November 1992, at a meeting organised by the United Nations Inter-regional Crime Research Institute in Rome to discuss the techniques and results of the International Crime Victims Surveys, I took the opportunity to ask the delegates from all around the globe if they, too, believed that work should commence on the design of an internationally comparable survey of crimes against businesses. I suggested simply that anyone interested could meet me in the conference hall during lunch. Preliminary conversations with some of the delegates made me quite optimistic that a number of people would turn up for this informal meeting, but I was quite unprepared for the response. As I walked into the hall at the appointed hour, with Pat Mayhew, from the UK Home Office and Joanna Shapland from the University of Sheffield, we were confronted with what looked like a plenary session of the conference. Forty-two delegates from twenty-seven countries were there, waiting to discuss the proposal. There was no doubting the fact that crimes against businesses was regarded as a major societal problem which was not adequately being addressed by the criminal justice systems around the world. Eventually,

after some discussion a small committee consisting of myself, Prof. Jan van Dijk (The Netherlands Ministry of Justice), Dr Pat Mayhew (U K Home Office) and Dr Joanna Shapland (University of Sheffield) was elected and we have been working since then to set up the methodology, building on our collective previous experience. In March 1993, this committee met in Jan's office in The Hague, along with Prof. Per Stangeland (University of Malaga, Spain), to agree upon a basic methodology and questionnaire, and work commenced on setting up the necessary contacts and computer-assisted interview arrangements.

The committee had agreed to conduct pilot surveys in mid-1993, ready for a full-scale survey in January 1994, along with any other countries as wished to participate. For these pilot surveys, sample sizes were to be limited in each country to a hundred in each category of industry - divided equally between small medium and large businesses. The European members of the committee favoured further limiting the survey to business premises in the categories of Retail, Wholesale, Manufacturing, while I favoured a broader approach. In particular, in view of the importance of both the tourism/recreation and primary industry categories in Australia I felt that it would be essential to include them too. A further divergence between the European surveys and the Australian became necessary when it appeared that the Institute was facing funding difficulties and it was decided forthwith to run a full-scale survey straight off, including the extra industry categories.

The results of the survey are contained in this report. It is hoped that this much needed database will provide the basis upon which reductions in crimes against business can be planned.

Of course, there are improvements we would like to make in future surveys, and in particular the coverage of the full range of industrial sectors. Notable sectors omitted in this first survey included the finance and business services sector, the professions, transport and storage, and the public service. Some of these areas were omitted because previous experience amongst the project team suggested that responses were generally poor, and others for reasons of survey sampling and costs (it appeared best value for the survey's dollar to concentrate on a limited range of well-defined industry sectors). There is no doubt, however, that these important sectors of industry also suffer from crime problems which limit their productivity and damage their competitiveness, and future surveys might aim to capture the data which describe these problems. Such research ambition costs money, however, and is only likely to be realised if the results are acknowledged to be worthwhile, in terms of the future improvements in crime prevention and costs savings derived from the database.

Finally, I would like to thank the following people very sincerely:

the core members of the Rome-appointed steering Committee - Pat Mayhew, and Joanna Shapland, plus Per Stangeland, who joined us from Spain to set up the pilots, and most particularly Jan van Dijk, whose leadership pushed the project along and without whose considerable assistance I would not have been able to maintain the close communication which has characterised the project. It was Joanna Shapland also who volunteered the services of Dr Maria Leitner to do the multivariate analyses in Appendix 2 of this Report, for which I am extremely grateful to them both.

the teams from Inter/View and Roy Morgan Research - particularly Hans van Grasstek and Aad van der Veen from InterView and Garry Dunstan from Roy Morgan for their advice and efforts;

the Insurance Council of Australia, particularly Lynn Weatherby, whose endorsement of the survey undoubtedly helped to reassure respondents of the legitimacy of the project;

Dianne Dagger, Angela Grant and all the others who contributed to the preparation of the Report;

and all those anonymous respondents who spent their time and shared their experiences with us. Quite a number of them contacted me during or after the survey, and were very supportive of the concept and the conduct of the survey.

John Walker
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Executive Summary

Executive Summary

Major Findings

Who are the Victims of Crimes against Business? What Sorts of Crimes Occur?

Crime is considered to be a serious neighbourhood problem by almost a quarter of Australian businesses. Other problems, such as poor public services, parking difficulties, litter and unruly young people were much less likely to be considered serious problems to business. Overall, businesses in the retail non-food and the tourism/recreation industry sectors were most likely to *perceive* a serious or fairly serious problem of crime. Primary industry businesses were the least likely to have such a problem. In general, the medium-sized businesses fared worse than either the smaller or larger businesses, particularly in the manufacturing industry sector, but there was a distinct tendency for *perceptions of crime* against retailers (both food and non-food) to worsen with increasing sizes of business. Almost half the large food retailers said they had a serious problem of crime in their neighbourhood. The complex links between perceptions of crime and other neighbourhood problems are explored in detail in the report.

Selected Neighbourhood Problems
Percentages of Businesses perceiving a
serious or fairly serious problem.

	% with Serious Problem
Crime	22.8
Teenagers Hanging Around	9.8
Children Damaging Things	5.3
Poor Public Services	10.6
Pollution	6.1
Litter	7.4
Noise	6.2
Parking Facilities	11.1

Perceptions of crime are worse in "built up areas outside city centres" than they are in the centres themselves, while the other neighbourhood problems are mostly distributed in the opposite direction. Special business zones however, including "industrial estates, business parks and shopping precincts" appear to be much more likely to suffer from a whole range of neighbourhood problems, including crime, than other business locations.

4 CRIMES AGAINST BUSINESSES

Perceptions of Crime:
Percentages of Businesses perceiving a "Serious or Fairly Serious Crime Problem" in their neighbourhood.

	Serious Crime Problem
Retail Food	23.9
Retail Other	29.2
Manufacture	22.1
Primary Industry	15.3
Tourism/ Recreation	27.4

Dealing with actual incidence of crime, as opposed to perceptions, the data show that almost half of all businesses were not, in fact the victim of any of the fourteen types of crime during 1992; almost three-quarters of primary industry businesses escaped victimisation, while almost three-quarters of retail food outlets and tourism/recreation businesses were victims of at least one crime. Victimisation was strongly size-related, with the large businesses much more likely to have been victimised than the smaller ones.

Actual Victimisation
Percentages of Businesses Victimised by Crime at Least Once in 1992, by Sector of Industry.

	Victim of Crime in 1992
Retail Food	71.3
Retail Other	69.3
Manufacture	60.3
Primary Industry	27.3
Tourism/ Recreation	73.5

Burglary was the most common form of crime occurring to businesses in 1992, affecting over a quarter of all businesses. A similar proportion fell victim to some form of theft from the premises, most often committed by retailers' customers, but also by staff or others. Around one in six businesses were victims of vandalism, and fraud in total affected about one business in five. Around one business in ten experienced an assault on staff during the year. Other crimes, including robbery, bribery/extortion and motor vehicle thefts, were rare and affected fewer than one business in twenty five.

With the single exception of customer theft, all crimes were more prevalent amongst the large businesses than amongst the small ones.

**Percentages of Businesses Victimised at Least
Once in 1992, by Type of Crime**

	<u>Percentage Victimised</u>
Burglary	27.4%
Other Fraud	17.2%
Vandalism	16.9%
Thefts by Customers	15.2%
Employees Assaulted	9.7%
Other Thefts	6.2%
Thefts from Vehicles	6.1%
Employee Theft	5.5%
Employee Fraud	2.7%
Vehicle Thefts	2.6%
Unidentified Thefts	2.6%
Robbery	1.6%
Bribery/Extortion	0.6%

Businesses located in town or city centres appear less at risk of burglary but at somewhat greater risk of the other crimes than businesses located outside the centres, while those located in "special business zones" (defined as industrial estates, business parks and shopping precincts) are significantly more likely to have been the victim of virtually every crime type than those not located in a special business zone.

Almost 60 per cent of victims of burglary were burgled (including attempted burglaries) more than once during the year. Average costs of burglary were comparatively small, because of the high percentage of businesses which were not victims at all during the year (72.6%), but burglaries costing over \$10,000 occurred in all industry sectors. Tourism/recreation and retail food businesses were the most likely victims, with primary industry much less likely to be burgled. According to the results of the Australian component of the International Crime Victims Surveys (ICVS) of 1989 and 1992 (Walker 1993, p.115), around 4.2% of households were burgled each year, compared with 27.4% of businesses. However, almost two-thirds of the business were insured for the full amount of any loss through burglary, and fewer than one in ten were completely uninsured.

Vandalism is widely believed to be a more common occurrence than burglary, yet these survey results have not borne this out, with over 80 per cent of businesses not experiencing such a crime in 1992. The costs to business, however, are still substantial, averaging about half of the costs of burglary. Tourism/recreation businesses appear to be most at risk, but manufacturing businesses actually suffered the greatest average losses. Again, primary industry was at least risk.

Around two-thirds of the businesses maintained vehicles for use at the premises, rather lower than the household ownership of motor vehicles, which is over 90 per cent in Australia (van Dijk 1992 et al., p.11). The percentage of businesses which had motor vehicles stolen was, at 2.6 per cent, the same as

the percentage of households experiencing the crime, according to the ICVS report. The likelihood of vehicles being stolen, relative to vehicle ownership, is therefore rather higher for businesses than it is for households. However, very few businesses were not covered by insurance against vehicle theft. A similar situation occurs in relation to thefts from vehicles. The frequency of 6.1 per cent of total businesses is very similar to that of households, of whom 6.4 per cent were victims of this crime, according to the ICVS.

Non-food retailers are the most likely victims of theft by customers, and indeed almost a third of them were victimised at least once during 1992, with average costs considerably higher than those of other sectors. Food retailers escaped a little more lightly with only about a quarter falling victim. Overall, more than 85 per cent of victims of customer theft were victimised more than once during the year, with "at least once a week" being a common response - particularly amongst non-food retailers. Almost sixty per cent of the businesses who were victims did not report any of the incidents. Fewer than one in four victimised businesses reported "all" or "most" of the incidents. Lack of evidence and not serious were the most common reasons for non-reporting to police, although there was also some recognition that the police effectively "could do nothing" to help. One in twelve victims mentioned "too much trouble" as a reason for not reporting, suggesting perhaps that the time spent dealing with the legal system was not time well spent for the business.

Theft by employees was comparatively rarer than theft by customers. When it occurred it was also much less likely to be referred to police, with almost one victim in five describing such action as "inappropriate". While tourism/recreation businesses had the highest average incidence of employee theft, the manufacturing businesses suffered the highest costs. Thefts by persons other than customers and employees, and thefts by persons unknown, were extremely rare. Apart from thefts by customers, the percentages of businesses victimised by theft are very similar to the percentages of individuals suffering similar crimes (5.8 per cent according to the ICVS).

Fraud was experienced by over one in six businesses during 1992. The perpetrators were much less likely to be employees than outsiders. As for employee thefts, when employees were suspected of fraud it was very rare for the police to be brought in. It was thought to be inappropriate in many cases.

Assaults on employees were not uncommon, with almost one business in ten experiencing at least one such incident. Multiple victimisation was common in those businesses which were victimised. Robberies and bribery/extortion were also extremely uncommon, although around one in six businesses believe that bribery/extortion is common in their industry.

What are the Risk Factors Associated with Crimes?

There is evidence that businesses perceptions of crime are related to the presence of unruly children and teenagers in the neighbourhood. Where there

are no "children vandalising" and no "teenagers hanging around", the odds of perceiving a serious local crime problem are about five to one against. Having teenagers "hanging around" and "children damaging things" bring the odds up to over five to one **on**. But the data shows it is the "damaging things" more than the "hanging around" which is most associated with the perception of a serious crime problem.

Relating the same sets of risk factors to the *actual* incidence of crime in 1992 suggests strongly that actual incidence of crime is associated with "teenagers hanging around", while the "children vandalising" is a much weaker influence than the perceptions in previous tables suggested.

Special business zones, *whether they are located in town/city centres or elsewhere*, actually bring increased probability of crime, while premises occupying more than 1000 square metres were less vulnerable to crime than the smaller ones, but increased staffing numbers were associated with increased risks of crime.

The complex links between actual incidence of crime, the type of business, neighbourhood characteristics and other potential risk factors are explored in detail in the report. Different factors are associated with different types of crimes.

What does Crime Cost Businesses?

The total cost of crime in the sectors of industry dealt with in this report is somewhere between \$3.8 billion and \$4.7 billion for 1992, depending on one's assumption about "leakage and shrinkage". Some of the \$915 million which is ascribed to leakage and shrinkage is undoubtedly due to crime, but not necessarily all. Thefts, of various kinds, account for the largest share of the direct costs of crimes against businesses, but the indirect costs, which include lost orders and disturbance to production, account for a third of all costs to business. Security costs are around one-eighth of the overall total.

The Total Costs of Crime, Security and Stock Losses in 1992, by Cause

	Cost
Burglary	\$435mill
Vandalism	\$226mill
Vehicle Thefts	\$102mill
Thefts from Vehicles	\$173mill
Thefts by Customers	\$179mill
Thefts by Employees	\$108mill
Other Thefts	\$664mill
Thefts, Unidentified	\$42mill
Employee Fraud	\$45mill
Other Fraud	\$190mill
Robberies	\$14mill
Security Costs	\$631mill
Indirect Losses	\$1610mill
Leakage, Shrinkage	\$915mill
Grand Total	\$3,822 - 4,737mill

Crime Prevention Issues

Use of the various security measures varied by industry sector and business size. Large businesses are much more likely than smaller ones to use every type of security measure. The strength of the relationship with business size varies from sector to sector, and differs between different security measures. Primary industry businesses were much less likely than others to use crime prevention measures, with the exception of equipment identification numbers. Special lighting was the most commonly employed measure overall, used by almost half of all businesses (but five-sixths of the bigger businesses), followed by after-hours security and window protection. Attendance by guards reacting to alarms was used by two-thirds of big businesses but was the least used of all the measures amongst the small businesses.

Costs also varied widely, with small businesses spending very little on security measures - under \$1000 per annum on average, with over half actually allocating nothing at all to security during the year. Large businesses by contrast averaged over \$70,000 per annum, with half of the premises spending over \$8000 in the year. The overall average amount spent on security each year was around \$2000 per business premises.

Only one in six businesses had contacted the police about crime or crime prevention (other than to report a crime); the larger businesses were more likely to have done so than the smaller ones. In general, however, there was satisfaction with the way police dealt with local crime problems, with over a quarter of respondents "very satisfied" and over forty per cent "fairly satisfied". Fewer than one in seven were dissatisfied. No clear patterns of difference emerged in terms of sector of industry or size of business.

Only one in twenty businesses had contacted the local authorities about crime or crime prevention during the year; again the larger businesses were more likely to have done so. One in four businesses had participated in some form of business community crime prevention effort (such as Business Watch), with primary industry and retailing businesses most likely to do so. More than two-thirds of businesses said that although they had contacts with the community crime prevention effort they had not participated. Very few said that such a thing did not exist in their business community.

By contrast, there was considerable variation in the sources of advice about crime prevention and security. Recognised security firms, the insurance industry and the police were the most prominent, although the larger businesses also sought in-house advice from security officers and others. Almost half of the smaller businesses and two-thirds of the primary industry businesses had not sought any advice in this area during the year. When businesses perceive they have a serious crime problem, they are most likely to install burglar alarms and employ private security services who attend when alarms are activated.

Introduction

Chapter 1

Introduction

Methodology

After the decision was taken at the Rome meeting to pursue the idea of an internationally comparable survey of crimes against businesses, the first step was essentially to set up pilot surveys in Australia, England and Wales, The Netherlands and Spain, using Computer Assisted Telephone Interview (CATI) techniques except in Spain, where university students were available as face-to-face interviewers. The sample frame was to be of distinct business premises, as opposed to the businesses per se, some of which are multi-sited companies, and was to be drawn up from the business directories available in each country. A three-stage process was adopted to obtain the responses to the questionnaire. Firstly, the premises would be contacted by telephone to obtain the name of the most appropriate person to be contacted. A letter was then to be sent from the head of the national justice agency (in Australia's case, the Director of the Australian Institute of Criminology) to the individual in person, explaining the nature and intent of the survey, along with, if possible, a letter of support from a business oriented national body (in Australia we were pleased to have the Chief Executive of the Insurance Council of Australia endorsing the project) encouraging the company to respond to the survey. The letter also explained that the company would be contacted a few days later by telephone to conduct the actual interview, and contained a "help sheet" to enable the respondent to compile responses to some of the more complex questions prior to the interview, saving time for both interviewer and interviewee.

The questionnaire agreed upon addressed twelve issues: -

1. Levels of crime in the neighbourhood
2. Burglaries (experienced in the last twelve months)
3. Vandalism/damage to property
4. Vehicle crime (e.g. thefts of/from vehicles)
5. Thefts
6. Frauds
7. Robberies
8. Assaults/Threats/Intimidation
9. Corrupt practices
10. Indirect losses due to crime
11. Crime prevention measures being taken, and
12. Opinion/experience of police/municipality activities
against crimes against business.

It was anticipated that the average interview should take no more than fifteen minutes to complete.

In Australia the Roy Morgan Research Company was selected to conduct the survey on behalf of the Institute. Interviewing took place through August 1993 and detailed results were provided on diskette in early September. The initial budget allowed for around 950 businesses to be surveyed overall, in the categories of Retail, wholesale, manufacturing, and the key exporting business categories of primary industry and tourism/recreation. In the event, 966 businesses were surveyed. Reaction from businesses contacted was overwhelmingly favourable and many commented that it was most timely and appropriate.

The Survey Questionnaire and Interview:

The basic text of the interview, which was computerised to ensure uniformity, was as follows. A number of simple cross-checks and interviewer prompts have been omitted.

After some preliminary introductions and pleasantries, the Survey interview began by asking some questions about the business, intended mainly to identify possible risk factors for crime. Some questions related also to the sampling frame, so that quotas of each industry type and size could be attained/

Company's Main Activity

What is the Main activity of your company at these premises?

*Manufacturing. b. Retail (non-food); Retail (food); Wholesaling/distribution;
Primary Industry/agriculture/mining; Tourism and recreation; Other (specify).*

Type of Business

Does your company on this site also do:?

Any manufacturing; Any retailing; Any wholesaling?

Business Commencement

When did your company start in business at these premises?

After 1 January 1992; Between 1 January 1990 - 1 January 1992; Before 1 January 1990

[Note interviewing stopped here for businesses starting at these premises on or after January 1 1992.]

Other Business Premises

Does your company only do business at these premises, or does it have other premises?

Only at these premises; Other premises?

Chain of Shops

Are these premises part of a chain of shops?

Yes/No

Number of Paid Employees

How many paid employees, both full-time and part-time, work at or from these premises at present, including yourself? If *Don't Know* ask, please estimate as exactly as possible.

Total Floor Area

What is the total floor area of the working accommodation of these premises? Exclude areas not built-on, but include working accommodation on every storey of building. Please estimate as exactly as possible.

Business Location

Are these premises located?

In a town or city centre; In a built-up area outside a city centre; Somewhere else?

Type of Area

Are they in a specialised commercial area, for example, an industrial estate, business park, or shopping precinct?

Yes/No

The interviewer next says: "The next set of questions are about things which can be a problem for companies. I'd like to go through a list of things. For each one, can you say how much of a problem you find it in relation to this site and the area around it. Please tell me whether it is a serious problem, a fairly serious problem, a slight problem, or not problem at all."

Parking Facilities

How much of a problem do you find the parking facilities in relation to this site and the area around it? Do you find it: *A serious problem; A fairly serious problem; A slight problem; No problem at all*

Noise?

Do you find it: *A serious problem; A fairly serious problem; A slight problem; No problem at all*

Children Damaging Things

How much of a problem do you find children damaging things in relation to this site and the area around it? Do you find it: *A serious problem; A fairly serious problem; A slight problem; No problem at all*

Litter

How much of a problem do you find the litter in relation to this site and the area around it? Do you find it: *A serious problem; A fairly serious problem; A slight problem; No problem at all*

Teenagers Hanging Around

How much of a problem do you find teenagers hanging around in relation to this site and the area around it? Do you find it: *A serious problem; A fairly serious problem; A slight problem; No problem at all*

Pollution or Fumes

How much of a problem do you find the pollution or fumes in relation to this site and the area around it? Do you find it: *A serious problem; A fairly serious problem; A slight problem; No problem at all*

Public Services

How much of a problem do you find the poor public facilities or services, such as street lighting or public transport, in relation to this site and the area around it? Do you find it: *A serious problem; A fairly serious problem; A slight problem; No problem at all*

Crime

How much of a problem do you find crime in relation to this site and the area around it? Do you find it: *A serious problem; A fairly serious problem; A slight problem; No problem at all*

From this point, the interview turns specifically to crimes at these premises. The interviewer says: "The following questions concern crimes which occurred at your premises, including crimes against employees or crimes against visitors at this site."

Crime Levels

In general, have crime problems for your company increased, decreased or remained the same over the last two to three years?

Increased; Decreased; Remained the same?

I want now to ask you about specific types of offences. I'm interested only in offences which happened in the last calendar year, that is, between 1 January and 31 December, 1992. Please use the help sheet we sent you to help answer these questions. *[See sample - Figure 1.]*

Burglary/Attempts

Has anyone burgled or attempted to burgle any of the buildings on these premises? That is, did anyone get into your premises without permission and steal things or try to get in and steal things? Buildings include huts and any buildings which are secured or locked.

Yes; No; Don't Know; Don't Want to Say.

Incidents of Burglary/Attempts

How many burglaries and attempted burglaries occurred in 1992?

Value of Goods Stolen by Burglars

What was the total value of any money or goods stolen by burglars, together with the total cost of any damage caused by these incidents at these premises in 1992? Please tell me the total amount of any loss or damage, whether or not anything was recovered. If *Don't Know Exactly*, please estimate as exactly as possible.

Insurance of Contents

Are you insured against loss or damage to the contents of the premises caused by crime?

Yes, full amount covered; Yes, but only limited amount covered; Yes, but don't know how much it covers; No insurance.

Malicious Damage

Apart from damage caused by burglary or attempted burglary, in 1992 did anyone cause any deliberate damage, including arson, to any part of any buildings at these premises, or to equipment or stock belonging to your company at these premises, or to company vehicles at these premises or elsewhere?

Incidents of Malicious Damage

How many incidents of deliberate damage, arson or vandalism occurred in 1992?

Value of Incidents of Deliberate Damage

What was the total value of the incidents of deliberate damage, arson or vandalism which occurred in 1992? If *Don't Know Exactly*, please estimate as exactly as possible.

Vehicles Owned or Leased

Does your company own or lease any of the following vehicles which are used by people based at these premises?

Passenger cars; Utes, vans or trucks requiring a heavy vehicle licence.

If have passenger cars or vans or lorries ask:

Vehicles Stolen

Apart from anything you have already mentioned, in 1992 was any car or vehicle owned or leased by the company and which are used by people based at these premises been stolen, either from these premises or from somewhere else?

Incidents of Vehicle Theft

How many incidents of vehicle theft occurred in 1992? If *Don't Know Exactly*, please estimate as exactly as possible.

Value of Vehicle Thefts

What was the total value of the thefts of vehicles in 1992, that is, the total value of everything stolen, including the contents of the vehicle, whether or not anything was recovered? If *Don't Know Exactly*, please estimate as exactly as possible.

Theft from Vehicle

Apart from anything you have already mentioned, in 1992 did anyone steal anything from any vehicles, owned or leased by your company and based at these premises - that is, whether the thefts took place at these premises or somewhere else? Include theft of property not owned by the company.

Incidents of Theft from Vehicle

How many thefts from vehicles occurred in 1992?

Cost of Theft

What was the total value of the objects (money/goods) taken from the vehicles in 1992, whether or not anything was recovered? If *Don't Know Exactly*, please estimate as exactly as possible.

Vehicle Theft Insurance

Is your company insured against loss or damage due to vehicle thefts or thefts from vehicles?

*Yes, full amount covered; Yes, but only limited amount covered;
Yes, but don't know how much it covers; No insurance.*

The next set of questions addresses the complex issues of robberies and other types of theft, including frauds. The legal differences between these are often not well understood - particularly the definition of robbery, which implies the use or threat of force as well as the theft of property. To make sure the responses accurately reflect these legal differences, and therefore can be matched not only with each other but also with official statistics of crime, the interview firstly separates out those incidents where force was used or threatened, to be answered later.

Theft from Premises

Apart from anything you have already told me about, in 1992 has any money or goods been stolen from your premises, whether this was done by customers, employees, outsiders or someone else?

Incidents of Force/Threats

Did any of these incidents involve the use of force or threats of force?

If Yes, the interviewer says "I'd like you to discount for the moment the incidents of theft which involve the use of force or threats of force. We will return to these later."

Theft by Customers

In 1992, to the best of your knowledge, did any customer steal any money or goods from this premises? This includes incidents of shoplifting.

Incidents of Theft by Customers

How many thefts of money or goods were committed by customers at your premises in 1992, including incidents of shoplifting?

Value of Thefts by Customers

What was the total value of the thefts by customers at these premises in 1992 - that is, the total value of everything stolen, whether or not anything was recovered?

Reported to Police

To the best of your knowledge, were any of these thefts by customers in 1992 reported to the police?

Incidents Reported to Police

Thinking about the incidents of theft by customers you told me about for 1992. How many of these incidents were reported to the police?

If don't know exactly, ask:

Number of Incidents Reported

Do you know whether all incidents were reported, most incidents, or just some?

Main Reasons for Not Reporting to Police

What are the main reasons for not reporting such incidents (the thefts by customers) to the police? [Multiple responses allowed]

Not worth reporting, not serious enough
The police wouldn't have done anything/wouldn't have been interested
The police couldn't do anything/slight chance success
Involving the police was not appropriate/it was an internal matter
Fear of reprisals
Fear of negative publicity
Didn't bother because no insurance claim was involved
Lack of time/too much trouble
Not company policy
Lack of proof/evidence/witnesses
It was young children (we call parents)
Didn't know who did it
Didn't realise it had happened
Money/items were recovered
Other (specify)
Don't know
Refused

Employee Theft

In 1992, to the best of your knowledge, did any employee steal any money or goods from this premises?

Incidents of Thefts by Employees

How many thefts of money or goods were committed by employees at your premises in 1992?

Value of Thefts by Employees

What was the total value of the thefts by employees at these premises in 1992 - that is, the total value of everything stolen, whether or not anything was recovered?

Thefts by Employees Reported to Police

To the best of your knowledge, were any of these thefts by employees in 1992 reported to the police?

Thefts by Employees - Incidents Reported

How many of these incidents were reported to the police?

If don't know exactly, ask:

Number of Incidents Reported

Do you know whether all incidents were reported, most incidents, or just some incidents?

Main Reasons for Not Reporting

What are the main reasons for not reporting such incidents (the thefts by employees) to the police? [Multiple responses allowed]

- Not worth reporting, not serious enough*
- The police wouldn't have done anything/wouldn't have been interested*
- The police couldn't do anything/slight chance success*
- Involving the police was not appropriate/it was an internal matter*
- Fear of reprisals*
- Fear of negative publicity*
- Didn't bother because no insurance claim was involved*
- Lack of time/too much trouble*
- Not company policy*
- Lack of proof/evidence/witnesses*
- Young children (we call parents)*
- Didn't know who did it*
- Didn't realise it had happened*
- Money/items were recovered*
- Person was dismissed*
- Other (specify)*
- Don't know*
- Refused*

Thefts by Outsiders

Apart from anything you have already told me about, in 1992, to your knowledge, did any outsiders, that is people other than customers or employees, steal any money or goods from this premises?

Incidents of Thefts by Outsiders

How many thefts of money or goods were committed by outsiders at your premises in 1992?

Value of Thefts by Outsiders

What was the total value of the thefts by outsiders at these premises in 1992 - that is, the total value of everything stolen, whether or not anything was recovered?

Thefts by Unidentified Offender

Apart from the incidents you have already mentioned, in 1992, to your knowledge, were there any other incidents of theft at these premises in which the identity of the thief was unknown?

Incidents of Thefts by Unidentified Offender

How many incidents of thefts were there at your premises in 1992 in which you were unable to establish who committed the theft?

Value of Thefts by Unidentified Offender

What was the total value of the thefts at these premises in 1992 which were committed by persons unknown - that is, the total value of everything stolen, whether or not anything was recovered?

Estimated Total Loss from Leakage

In 1992, what was your estimated total loss from leakage, shrinkage and crime (including any incidents you have already mentioned)? If necessary explain: "This means leakage and shrinkage identified from your stock control procedures."

Fraud by Employees

In 1992, was your company a victim of fraud committed by any employee based at these premises? That is did anyone, while working for your company, cheat the company in terms of diverting funds, goods or services to their own purposes?

Incidents of Fraud by Employees

How many incidents of fraud by employees based at these premises occurred in 1992? A series of similar incidents of fraud committed by the same person or group of people counts as one incidents.

Value of Fraud by Employees

What was the total value of the incidents of fraud by employees which occurred in 1992?

Fraud by Employees Reported to Police

To your knowledge, were any of these incidents of fraud by employees in 1992 reported to the police?

Number of Incidents Reported to Police

How many of these incidents were reported to the police?

If don't know exactly, ask:

Number of Incidents Reported

Do you know whether all incidents of fraud were reported, most incidents or just some incidents?

Reason for Not Reporting

What are the main reasons for not reporting such incidents (fraud by employees) to the police? [Multiple responses allowed]

Not worth reporting, not serious enough
The police wouldn't have done anything/wouldn't have been interested
The police couldn't do anything/slight chance success
Involving the police was not appropriate/it was an internal matter
(Continued...)
Fear of reprisals
Fear of negative publicity
Didn't bother because no insurance claim was involved
Lack of time/too much trouble
Not company policy
Lack of proof/evidence/witnesses
Young children (we call parents)
Didn't know who did it
Didn't realise it had happened
Money/items were recovered
Person was dismissed
Other (specify)
Don't know
Refused

Fraud by Outsiders

In 1992, was your company at these premises the victim of fraud committed by any outsider, such as a customer, distributor or supplier? For example, cheque and credit card fraud, under-deliveries, etc.

Incidents of Fraud by Outsider

How many incidents of fraud by outsiders, including customers, suppliers and distributors, occurred at these premises in 1992?

Value of Fraud by Outsiders

What was the total value of the incidents of fraud by outsiders in 1992?

Robbery

In 1992, did anyone not employed at your premises rob or try to rob your premises or your employees while they were on duty **using force or threats of force**? Includes robbery of personal property as well as money/goods belonging to the business, provided employees were on duty at the time. Includes robbery from employees on duty away from premises. Does not include robbery or personal property from non-employees.

Incidents of Robbery/Attempts

How many incidents of robbery or attempted robbery occurred in 1992?

In how many incidents did the offender have a firearm, that is, a gun or imitation gun?

In how many incidents did the offender have a knife?

In how many incidents were employees physically injured?

Value of Robberies

What was the total value of the robberies in 1992 - that is, the total value of anything stolen, whether or not anything was recovered?

Employees Assaulted

Apart from robberies, which you have just mentioned, in 1992 were any of the employees based at these premises assaulted or threatened or intimidated? Please include any incidents which happened as a result of quarrels or disagreement with customers or other employees. It includes both incidents at these premises and incidents when staff were on duty elsewhere.

Incidents of Assault

How many incidents of this type occurred in 1992?

Number of Incidents Causing Physical Injury

In how many incidents were employees physically injured?

Bribery/Extortion

In 1992, to the best of your knowledge, has anyone tried to bribe your employees, or obtain bribes from the company, or extort money from your company in relation to its activities at these premises? This includes trying to obtain protection money or threats of product contamination. Bribery or extortion by government officials is also included.

Incidents of Extortion

How many incidents occurred in 1992?

Is Bribery/Extortion Common Practice

Do you believe such practices are common in your line of business?

All the offences we have talked about can cause direct loss to the company, such as the costs of repair, or replacement of stolen goods, and I have asked you to give me an estimate of these direct losses for each kind of crime. Your company, however, may also incur indirect losses through crime, such as lost orders or customers, delayed deliveries, disturbance to production, and so on.

Indirect Losses (\$)

Can you give us an estimate of such indirect losses for 1992, arising from any crime against your business?

Finally, the interview turns to questions of security and crime prevention taken by the business, including both physical crime prevention measures and contacts with police, local authorities and the security industry to reduce the risk of crime.

Security Measures

I'd now like to ask you about the measures that have been taken to protect your company premises and your company against crime. I would like to stress again that this survey is entirely confidential.

Which of the following measures are in place at your premises?

- System of entry control (gatekeeper or receptionist) during business hours*
- Caretaker on premises or security patrols by guards outside business hours*
- Burglar alarm system*
- System whereby security guards go to premises if alarm goes off*
- Special security lighting*
- Special window protection (shatterproof glass, bars, grating, window locks)*
- Valuable equipment marked with identification numbers*

Advice about Security

To your knowledge, which of the following have given your company advice about security for these premises at any time?

- The security officer for these premises*
- Other managers from these premises*
- Managers from headquarters, regional headquarters, parent company*
- An insurance company*
- Police*
- A recognised security firm*
- Any other person or organisation (Specify)*

Maintenance and Running Costs of Security

Can you estimate the total maintenance and running costs for security for these premises for 1992? Please include alarm maintenance charges and charges for other security equipment, and the costs of any security personnel. Do not include the costs of insurance.

Business Cooperative Action against Crime

To your knowledge, have businesses in this area taken any kind of cooperative action against crime, such as sharing security patrols, setting up a business watch or ring-round system etc? If so, have you participated in any such scheme?

Contact with Police

Apart from any crimes you may have reported to the police in 1992, did your business have any contact with the police about crime problems or crime prevention in 1992?

Contact with Local Councils

Did your business have any contact with the local council about crime problems or crime prevention in 1992?

Satisfaction with Police

In general, how satisfied or dissatisfied are you with the way the police deal with the crime problems facing business in this area?

The interview ended with thanks from the interviewer. Some business contacts took the trouble to telephone the Institute, almost unanimously commenting favourably on the initiative and on the conduct of the survey. We, in turn, thank you all for your time and assistance.

Figure 1. Preparation Help Sheet

	How many times your establishment was the victim of this crime in 1992	Please estimate the value of the damage, of the objects (money or goods) of all occurrences together (insured or not)	How many of these crimes were reported to police
Crimes Experienced in 1992	Number of Times	\$	Number of Times
a. Burglary and Attempted Burglaries Has anyone got into your premises without permission and stolen things or tried to steal things?			
b. Vandalism Apart from damage from (attempted) burglaries, has anyone caused any deliberate damage, including arson, to any part of any equipment or stock belonging to your company at these premises, or to company vehicles at these premises or elsewhere?			
c. Cars Stolen Has any car or vehicle owned or leased by the company been stolen, either from these premises or from somewhere else?			
d. Theft from Company Cars Apart from thefts of the actual vehicles used by your business, has anyone stolen anything from these vehicles, whether the thefts took place at these premises or somewhere else?			
e. Thefts by Customers (please discount anything mentioned already above) Incidents of thefts of any money or goods at your premises that were committed by customers. [Only for those doing at least some retailing at the premises]			
f. Thefts by Employees (please discount anything mentioned already above) Incidents of thefts of any money or goods at your premises that were committed by employees.			
g. Thefts by Outsiders (please discount anything mentioned already above) Incidents of thefts of any money or goods at your premises that were committed by outsiders (not customers/employees).			
h. Thefts by Persons Unknown (please discount anything mentioned already above) Incidents of thefts of any money or goods at your premises in which you were unable to establish who committed the theft.			
i. Fraud by Employees Someone, while working for your company, cheating the company in terms of diverting funds, goods or services to their own purpose.			
j. Fraud by Outsiders Suppliers or distributors cheating you, for instance in terms of the quantity or quality of goods/services delivered to you; customers for instance failing to pay the (full) agreed price.			
k. Robbery and Attempted Robbery Anyone not employed at your premises steal or attempt to steal anything from your business or from any of your employees by using force or threats of force.			
l. Assault, Threat, Intimidation Apart from robberies, mentioned above, were any employees based at these premises assaulted or threatened or intimidated (please include incidents which happened as a result of quarrels or disagreements with customers or other employees; include incidents at your premises or when your staff were on duty elsewhere).			
m. Corruption Anyone tried to bribe your employees or obtain bribes from the company or extort money from your company in relation to its activities at these premises (please include trying to obtain protection money or threats of product contamination and also include bribery or extortion by (government) officials.			

About the Results

The tables and charts of results in this report are of two types.

The set of tables in the main body of the Report, based on **weighted** data, attempts to estimate the characteristics and associated crime variables of the five selected industry sectors at the national level. The weighting procedure is simple: - the sample of 966 business premises was effectively divided into fifteen categories (five industrial sectors times three size categories). National figures were obtained showing the actual numbers of business premises in each of these fifteen categories, and the weighting for each category is the ratio of the actual number of business premises divided by the sample number in that category. It is the same technique as the election pollsters use on election night to predict the results of an election, based on just a small percentage of the vote counted - and it is important to remember that the estimates we obtain here should be seen in a similar light. The pollsters are almost always correct when predicting the result of seats with clear-cut winning margins, but are much more hesitant about predicting the results in marginal seats. They are, in fact, attempting to predict the eventual difference between two (or more) voting tallies, based upon the results of the first few votes counted, much as we, in reading this report, might be interested in, for example, the true difference in victimisation between businesses in city centres and businesses in the suburbs, based on the results of the survey presented here.

For the benefit of those expert in survey design and interpretation, I have also included, in an Appendix, a number of tables and charts giving attributes of the sample, including basic business characteristics and the associated crime variables which were the principal object of the survey. These tables, based on **unweighted** sample data from the 966 respondents, describe the characteristics of the businesses which responded to the survey, but because they are not a perfectly random sample of the whole business community in Australia they do not accurately reflect the true characteristics of the whole business community. They are included purely to show the statistical strengths and limitations of the survey, and to assist those with a special interest in statistics to evaluate the results and estimates.

Some Caveats

Before we present the results, it is worth including a brief paragraph on interpretation of the results. Statisticians have found a number of ingenious ways of expressing the degrees of uncertainty around statistical estimates, but to most of us these are incomprehensible. So, just as in interpreting the pollsters' predictions, the rule of thumb report should be: - **if the difference between two estimates in this report is small, treat it with caution.** For example, if the results suggest that businesses in city centres are *slightly* more frequently victimised than those in the suburbs, it means that, on balance, this survey has found that businesses in city centres are more frequently victimised than those in the suburbs - but not by much, **if at all**. If there is any other evidence that city businesses have higher crime, then you can certainly quote

these survey results as further support, but you should not rely on marginal predictions without independent support. On the other hand, if the figures in this report were to show a clear-cut difference between city centre rates and those in the suburbs, then one can assume that these data tell us that crimes in city centre businesses **really are** more frequent than crimes in the suburbs. Even then it is wise, in reporting the results, to avoid overly precise terminology such as "crime in city centres is 17.3 per cent higher", and instead say that crime in city centres is **around 17 per cent** higher, or **around one sixth** higher, or even simply **appreciably** higher.

Some readers might well be dissatisfied with this advice, thinking that if a survey cannot come up with hard and fast estimates it is not worth doing, but survey accuracy and costs have to be balanced, and spurious precision is extremely costly. The fundamental justification for doing surveys like these is that they provide data essential to the processes of policy development, and the choice of policies should never be determined by fractions of decimal points but by clear-cut differences. Policy debates are never advanced by distracting arguments over whether the "real" figure is 17 per cent or 17.3 per cent - the more important question is almost always whether the real figure is something like 17 per cent or something like zero. By this measure, this business crime survey has produced more than enough valuable policy-relevant information to justify its costs, and to justify its repeating at regular intervals. If this can be done, of course, the accuracy of the results will become progressively greater as we add to the files of previous years' data.

Particular care must be taken where crosstabulations and highly disaggregated data are presented in the report. For example, the number of respondents from the A.C.T. and the Northern Territory was very small (seventeen from each) and so little can be said with confidence about businesses in these small areas, and when victimisation is rare the numbers in each cost category are small. In such cases rows and/or columns of tables have been combined where necessary to ensure that all figures in this report are based on at least ten responses to the survey. While such small-sample cells in the tables are not individually reliable, they tend to assist in identifying the likely shapes of the distributions and allow the readers scope to reaggregate the data to their own requirements.

Information is provided in the Appendix on the characteristics of the sample. Readers should take into consideration the sample sizes when interpreting the survey results. Where the survey has found a percentage p out of a sample of n respondents, one may say that 95 times out of a hundred it will be correct to within plus or minus d per cent, where d can be read from the table of Statistical Significance (nomogram) below. So, for example, if a table of results based on all 966 respondents found a victimisation rate of $p=20$ per cent we would interpolate between row 900 and row 1000 in the nomogram and read off the figure in the 20 per cent column - i.e. $d=2.5$ per cent. This means there is a 95 per cent probability that the true victimisation rate lies in the range 20 per cent ± 2.5 per cent, or between 17.5 per cent and 22.5 per cent. Results are less reliable if they are based on sub-samples. For instance if a rate of 20 per cent is found, based on the sample of medium sized food retailers only

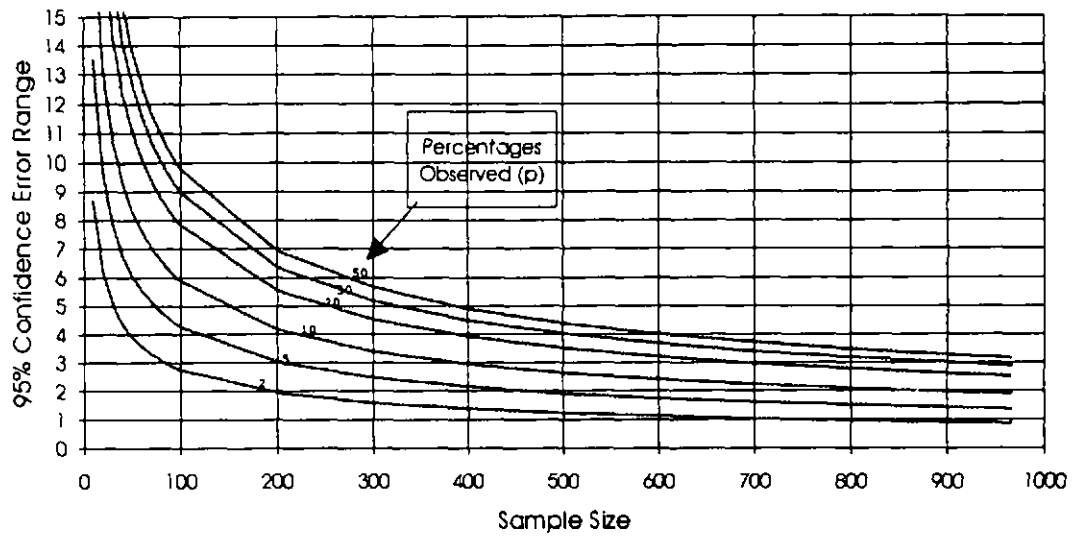
($n=70$), then the likely error range d is ± 9.4 per cent at the 95 per cent confidence level, so we can only be confident that the true victimisation rate in this case is between 10.6 per cent and 29.4 per cent. Note that the nomogram is symmetric, so that results of p per cent have the same error range as results of $100-p$ per cent.

The graph shows clearly how smaller sample sizes result in wider sampling error ranges. If we found a victimisation rate of 10 per cent in a sample of about 850 (reading from the 10 per cent curve, third from bottom on the graph), it would have a 95 per cent confidence error range of ± 2 per cent. The "true" rate of victimisation almost certainly lies between 8 per cent and 12 per cent. If, however, we found a rate of 10 per cent in a sample of only 100, reading from the same curve on the graph gives us a range of ± 6 per cent, that is between 4 per cent and 16 per cent.

Nomogram (Level of Confidence=95%)

Percentage (p)	2	5	10	15	20	25	30	35	40	45	50
	98	95	90	85	80	75	70	65	60	55	50
n=	d=±%										
10	8.7	13.5	18.6	22.1	24.8	26.8	28.4	29.6	30.4	30.8	31.0
20	6.1	9.6	13.1	15.6	17.5	19.0	20.1	20.9	21.5	21.8	21.9
30	5.0	7.8	10.7	12.8	14.3	15.5	16.4	17.1	17.5	17.8	17.9
40	4.3	6.8	9.3	11.1	12.4	13.4	14.2	14.8	15.2	15.4	15.5
50	3.9	6.0	8.3	9.9	11.1	12.0	12.7	13.2	13.6	13.8	13.9
60	3.5	5.5	7.6	9.0	10.1	11.0	11.6	12.1	12.4	12.6	12.7
70	3.3	5.1	7.0	8.4	9.4	10.1	10.7	11.2	11.5	11.7	11.7
80	3.1	4.8	6.6	7.8	8.8	9.5	10.0	10.5	10.7	10.9	11.0
90	2.9	4.5	6.2	7.4	8.3	8.9	9.5	9.9	10.1	10.3	10.3
100	2.7	4.3	5.9	7.0	7.8	8.5	9.0	9.3	9.6	9.8	9.8
200	1.9	3.0	4.2	4.9	5.5	6.0	6.4	6.6	6.8	6.9	6.9
300	1.6	2.5	3.4	4.0	4.5	4.9	5.2	5.4	5.5	5.6	5.7
400	1.4	2.1	2.9	3.5	3.9	4.2	4.5	4.7	4.8	4.9	4.9
500	1.2	1.9	2.6	3.1	3.5	3.8	4.0	4.2	4.3	4.4	4.4
600	1.1	1.7	2.4	2.9	3.2	3.5	3.7	3.8	3.9	4.0	4.0
700	1.0	1.6	2.2	2.6	3.0	3.2	3.4	3.5	3.6	3.7	3.7
800	1.0	1.5	2.1	2.5	2.8	3.0	3.2	3.3	3.4	3.4	3.5
900	0.9	1.4	2.0	2.3	2.6	2.8	3.0	3.1	3.2	3.3	3.3
966	0.9	1.4	1.9	2.3	2.5	2.7	2.9	3.0	3.1	3.1	3.2

95% Confidence Error Ranges for Different Sample Sizes and Percentages Observed



Estimates of the Incidence and Characteristics of Crimes against Businesses

Chapter 2

Estimates of the Incidence and Characteristics of Crimes against Businesses

In this section, the data from the 966 respondents are factored up to represent the responses we would have obtained if we had been able to obtain responses from **every** business manager in Australia the five broad sectors of industry: retail, wholesale, manufacturing, primary industry and tourism/recreation.

The Survey began by asking about general problems facing the neighbourhood around the premises and the business which was located there. Previous surveys of crime and planning had identified such factors as parking difficulties, noise and pollution problems, poor public services such as street lighting or public transport, and the presence of unsupervised children and adolescents as often associated with crime problems. Where the problems are linked, it is frequently not impossible to find practical solutions to crime through the urban planning processes. We needed to find out how prevalent were such conditions, and how often they were related to crime. The first four tables show *estimates of the percentages* of business premises perceived to be affected by these types of problems; Table 1 presents percentages by sector of industry, Table 2 is by State/Territory in which the premises are located, Table 3 shows percentages by the region in which it was located (based on the telephone prefix of the respondent), and Table 4 shows the type of commercial area in which the business was operating - i.e. whether it was in a city centre, a suburb, or a special business zone. Similar sets of four tables follow, with Tables 5 to 8 looking at *impressions* of recent local trends in crime problems and Tables 9 to 12 presenting the percentages of businesses *actually victimised* by 14 categories of crime during 1992. Tables 13 through 25 then look at businesses' experiences of specific types of crimes, including data where available on the frequency of victimisation, the costs to the businesses, and the extent to which incidents were reported to the police.

Outline of the results

Overall, businesses in the retail non-food and the tourism/recreation industry sectors were most likely to perceive a serious or fairly serious problem of crime. (See Figure 2) Primary industry businesses were the least likely to have such a problem. In general, the medium sized businesses fared worse than either the smaller or larger businesses, particularly in the manufacturing industry sector, but there was a distinct trend for perceptions of crime against retailers (both food and non-food) to worsen with increasing sizes of business. Almost half the large food retailers said they had a serious problem of crime in

their neighbourhood. The retailers and the tourism/recreation businesses were much more likely than the others to perceive serious problems with children damaging things and teenagers hanging around; interestingly it was the larger businesses who had the most problems amongst retailers, but the larger tourism/recreation operators were less likely to have problems than their smaller counterparts. The complex links between perceptions of crime and other neighbourhood problems are explored in later sections.

Table 2 suggests that Tasmanian and Western Australian businesses were most likely to perceive crime problems, with South Australian and Northern Territory businesses the least likely. Overall, however, South Australian businesses stood out as perceiving fewer serious problems in their neighbourhood, while Tasmanian businesses low incidence of non-crime types of neighbourhood problems compensated for the high crime perceptions. Interestingly, those States and Territories with high perceptions of crime were **not** the ones which perceived problems with children damaging things or teenagers hanging around; in fact, it is difficult to see any systematic linkages in this Table between perceptions of crime and perceptions of these other neighbourhood problems (See Figure 2).

Figure 2. Percentages of Businesses perceiving a "Serious or Fairly Serious Crime Problem" in their neighbourhood, by Sector of Industry

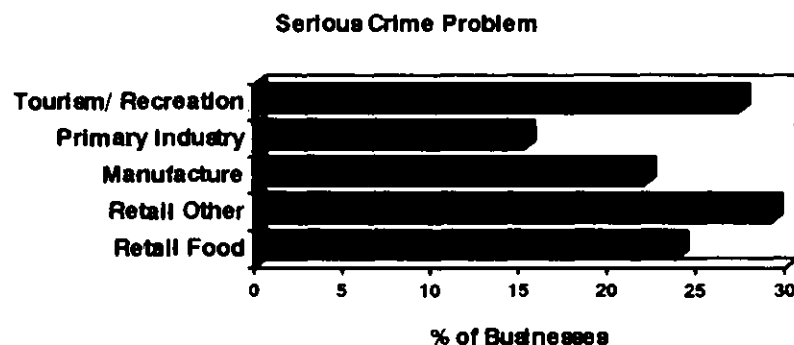


Figure 3. Selected Neighbourhood Problems - Percentages of Businesses perceiving a serious or fairly serious problem.

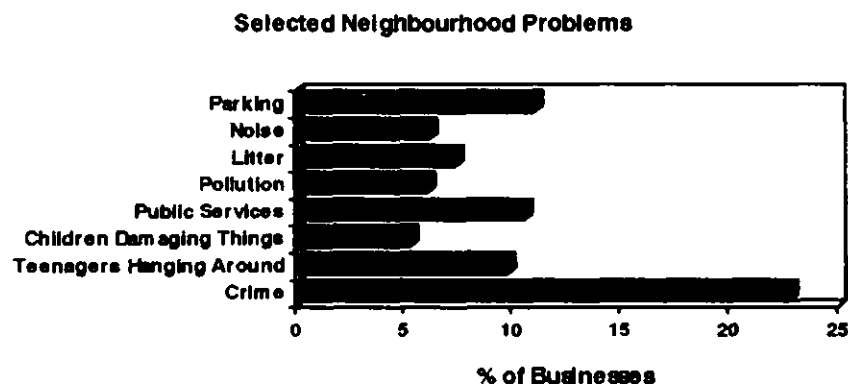
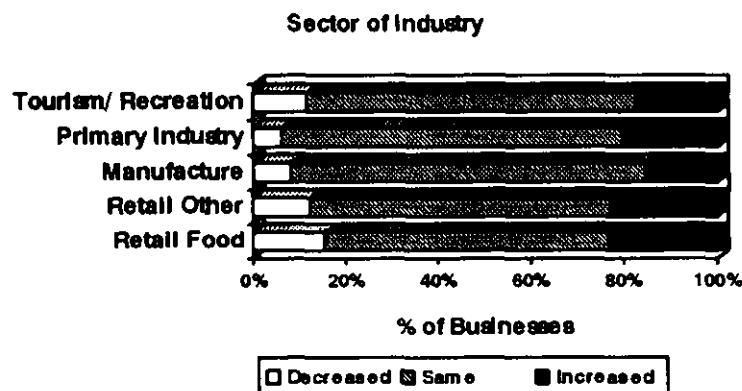


Table 3 is more promising, in the sense that the metropolitan areas have consistently more problems than other regions in the States which can be regionally disaggregated. In this Table, there are strong differences between crime, and in the associated variables of "children damaging things" or "teenagers hanging around", between the metropolitan areas and the other regions, with the exception of the "Hinterland Brisbane" region. This may be, however, an "exception which proves the rule", as this area currently includes some of the most rapidly developing areas in Australia.

Table 4 suggests that crime is worst in "built up areas outside city centres" than it is in the centres themselves, while the other neighbourhood problems are mostly distributed in the opposite direction. Special business zones, however, including "industrial estates, business parks and shopping precincts" appear to be much more likely to suffer from a whole range of neighbourhood problems, including crime, than other business locations.

Perceptions of change in crime levels, as described by Tables 5 to 8, suggest that crime levels have not changed for two-thirds of businesses in the last two or three years (See Figure 4). The businesses which thought that crime levels had changed were twice as likely to think the situation had worsened than that it had improved. The bigger retailers were particularly likely to believe that things had worsened. From Table 6 it is clear that Victorian businesses were most likely to believe that crime levels had fallen, while the Tasmanian and Western Australian businesses were most likely to perceive a worsening situation. Generally, impressions of trends in crime followed the same patterns as impressions of the actual current level of crime, with those categories of respondent which thought they had a serious crime problem also believing it to have worsened in the last two or three years.

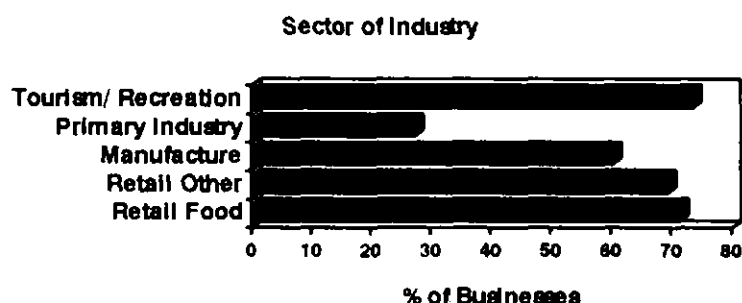
**Figure 4. Perceptions of Trends in Crime Problems
in last 2-3 years, by Sector of Industry**



Tables 9 through 25 deal with actual incidence of crime, as opposed to perceptions. Table 9 shows that almost half of all businesses were not, in fact the victim of any of the fourteen types of crime during 1992; almost three-

quarters of primary industry businesses escaped victimisation, while almost three-quarters of retail food outlets and tourism/recreation businesses were victims of at least one crime (See Figure 5). Victimisation was strongly size-related, with the large businesses much more likely to have been victimised than the smaller ones.

Figure 5. Actual Victimisation - Percentages of Businesses Victimised by Crime at Least Once in 1992, by Sector of Industry



Burglary was the most common form of crime occurring to businesses in 1992, affecting over a quarter of all businesses (See Figure 6). A similar proportion fell victim to some form of theft from the premises, most often committed by retailers' customers, but also by staff or others. Around one in six businesses were victims of vandalism, and fraud in total affected about one business in five. Around one business in ten experienced an assault on staff during the year. Other crimes, including robbery, bribery/extortion and motor vehicle thefts, were rare and affected fewer than one business in twenty five.

With the single exception of customer theft, all crimes were more prevalent amongst the large businesses than amongst the small ones. This applied to each industry sector as well as overall. When considered on a sector-by-sector basis, even customer theft increases with staffing numbers, except in the manufacturing and primary industry sectors where retailing is not a major part of trading. On the face of it this would indicate the existence of considerable crime dis-economies of scale, but one should be careful not to over-interpret these data in this way. Staffing numbers are not necessarily a good measure of the size of a business - it would perhaps make more sense to relate incidence of crime against the business's annual turnover. In this case one might find that even though crime incidence and costs may increase with business size (measured by turnover) they may still be a **declining percentage** of turnover. A lesson from this survey is therefore that future surveys must include annual turnover as a basic characteristic of the respondent businesses if the concept of crime economies of scale are to be explored in the analysis. Nevertheless, one can conclude that increases in staffing numbers do not, per se, offer protection from the incidence of crime in spite of the inherently greater surveillance potential of increased staffing.

Figure 6. Percentages of Businesses Victimised at Least Once in 1992, by type of Crime.



Tables 10-12 suggest that different patterns of victimisation occurred in different geographical regions and situations (See also Figure 7). Only 40 per cent of businesses were victims of at least one crime in 1992 in South Australia but 80 per cent in Tasmania and the ACT. Of the major States, Victorian businesses appeared to have been at greater risk of crime than either New South Wales or Queensland. Regional differences, where they are possible, give a little support to the theory that the rapidly growing areas, such as Perth and the hinterlands of Sydney and Brisbane are high crime regions, but there are other relatively high crime areas, such as Melbourne and Tasmania which do not fit this category. At the micro-regional level, too, there are differences. Businesses located in town or city centres appear less at risk of burglary but at somewhat greater risk of the other crimes than businesses located outside the centres, while those located in "special business zones" (defined as industrial estates, business parks and shopping precincts) are significantly more likely to have been the victim of virtually every crime type than those not located in a special business zone. These differences do not necessarily reflect badly on the concept of business zones - they may alternatively reflect differences in the types of businesses which choose to be located in such zones. One possibility is that business zones are attractive to the businesses most at risk of crimes, precisely because they appear to offer extra crime prevention protection. We will see similar intriguing ambiguities in the survey results later in regard to differences in victimisation rates between those who have active crime prevention strategies and those who do not.

Business Experiences of Crime in 1992

Tables 13 to 25 present data on the frequency and cost distributions of victimisation, together with incident-specific data, such as the extent of

insurance coverage and the extent to which the incidents were reported to police. Estimates are derived for the average numbers of incidents suffered per business premises, the average total cost of each type of crime for the year, and the total numbers of victims of each crime. Note that these average costs are premises averages for the whole year, not the average cost of a single incident, which is difficult to estimate particularly where businesses are not sure of the actual numbers of incidents which occurred.

In Table 13, it is interesting to note that almost 60 per cent of victims of burglary were burgled (including attempted burglaries) more than once during the year; some in fact claimed to have been burgled at least once a week on average. A saving grace, at least as far as the businesses were concerned, is the fact that almost two-thirds are insured for the full amount of any loss through burglary, and fewer than one in ten were completely uninsured. Average costs of burglary were comparatively small, because of the high percentage of businesses which were not victims at all during the year (72.6 per cent), but burglaries costing over \$10,000 occurred in all industry sectors. Tourism/recreation and retail food businesses were the most likely victims, with primary industry much less likely to be burgled. According to the results of the Australian component of the International Crime Victims Surveys (ICVS) of 1989 and 1992, (See Walker 1993 page 115) around 4.2 per cent of households were burgled each year, compared with 27.4 per cent of businesses.

Vandalism is widely believed to be a more common occurrence than burglary, yet these survey results have not borne this out, with over 80 per cent of businesses not experiencing such a crime in 1992. The costs to business, however, are still substantial, averaging about half of the costs of burglary. Tourism/recreation businesses appear to be most at risk, but manufacturing businesses actually suffered the greatest average losses. Again, primary industry was at least risk.

Around two-thirds of the businesses maintained vehicles for use at the premises, rather lower than the household ownership of motor vehicles, which is over 90 per cent in Australia (See van Dijk and Mayhew 1992 page 11). The percentage of businesses which had motor vehicles stolen was, at 2.6 per cent, the same as the percentage of households experiencing the crime, according to the ICVS report. The likelihood of vehicles being stolen, relative to vehicle ownership, is therefore rather higher for businesses than it is for households. Again, high levels of insurance would have taken some of the sting out of the crimes, as very few businesses were not covered against vehicle theft. A similar situation occurs in relation to thefts from vehicles. The frequency of 6.1 per cent of total businesses is very similar to that of households, of whom 6.4 per cent were victims of this crime, according to the ICVS.

Table 17 describes businesses' experience of thefts by customers. Only those businesses which conducted at least some retailing are counted as victims in this Table. Non-food retailers stand out as the most likely victims of this type of crime, and indeed almost a third of them were victimised at least once during 1992, with average costs considerably higher than those of other sectors. Food

retailers escaped a little more lightly with only about a quarter falling victim. Overall, more than 85 per cent of victims of customer theft were victimised more than once during the year, with "at least once a week" being a common response - particularly amongst non-food retailers. Almost 60 per cent of the business who were victims did not report any of the incidents. Fewer than one in four victimised businesses reported "all" or "most" of the incidents. Lack of evidence and not serious were the most common reasons for non-reporting to police, although there was also some recognition that the police effectively "could do nothing" to help. One in twelve victims mentioned "too much trouble" as a reason for not reporting, suggesting perhaps that the time spent dealing with the legal system was not time well spent for the business.

Thefts by employees was comparatively rarer than thefts by customers. When it occurred it was also much less likely to be referred to police, with almost one victim in five describing such action as "inappropriate". While tourism/recreation businesses had the highest average incidence of employee theft, the manufacturing businesses suffered the highest costs. Thefts by persons other than customers and employees, and thefts by persons unknown, were extremely rare. Apart from thefts by customers, the percentages of businesses victimised by theft are very similar to the percentages of individuals suffering similar crimes (5.8 per cent according to the ICVS).

Fraud was experienced by over one in six businesses during 1992. The perpetrators were much less likely to be employees than outsiders. As for employee thefts, when employees were suspected of fraud it was very rare for the police to be brought in. It was thought to be inappropriate in many cases.

Assaults on employees were not uncommon, with almost one business in ten experiencing at least one such incident. Multiple victimisation was common.

Robberies and bribery/extortion were extremely uncommon, although around one in six businesses believes that bribery/extortion is common in their industry.

Table 1. Selected Neighbourhood Problems
Percentages of Businesses with Perceived Serious or Fairly Serious Problems
by Type of Problem and Sector/Size of Industry

Problem Type	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Parking Facilities	%	%	%	%	%	%
Small Business	21.5	15.2	10.1	.0	17.3	10.1
Medium Business	18.6	25.5	19.0	4.3	15.7	18.6
Large Business	22.9	16.7	13.0	8.7	10.7	13.3
Total	21.3	16.2	12.5	.1	16.8	11.1
Noise Problems						
Small Business	12.7	9.6	5.1	1.7	7.4	6.3
Medium Business	2.9	7.3	6.0	2.1	8.6	6.4
Large Business	5.7	3.3	.0	.0	3.6	2.1
Total	11.7	9.3	5.1	1.7	7.5	6.2
Litter						
Small Business	11.4	10.4	7.1	2.6	8.6	7.1
Medium Business	14.3	10.9	9.5	.0	12.9	10.5
Large Business	11.4	6.7	4.3	4.3	10.7	7.2
Total	11.6	10.4	7.6	2.5	9.5	7.4
Pollution/Fumes						
Small Business	7.6	8.8	9.1	.9	9.9	6.0
Medium Business	8.6	5.5	8.3	2.1	4.3	6.2
Large Business	5.7	.0	8.7	.0	10.7	6.7
Total	7.7	8.4	8.9	.9	8.8	6.1
Public Services						
Small Business	15.2	7.2	9.1	9.4	14.8	10.1
Medium Business	14.3	12.7	14.3	10.6	15.7	14.1
Large Business	14.3	10.0	13.0	17.4	7.1	11.4
Total	15.1	7.7	10.5	9.5	14.8	10.6
Children Damaging Things						
Small Business	8.9	5.6	5.1	.9	11.1	4.9
Medium Business	15.7	7.3	4.8	2.1	11.4	7.8
Large Business	25.7	10.0	.0	4.3	7.1	6.3
Total	9.6	5.8	4.8	.9	11.1	5.3
Teenagers Hanging Around						
Small Business	16.5	16.0	2.0	2.6	17.3	9.7
Medium Business	20.0	10.9	6.0	.0	17.1	10.8
Large Business	28.6	20.0	.0	4.3	14.3	10.3
Total	16.9	15.6	3.0	2.5	17.2	9.8
Crime						
Small Business	22.8	28.8	19.2	15.4	25.9	21.8
Medium Business	32.9	32.7	31.0	10.6	32.9	30.7
Large Business	45.7	36.7	17.4	17.4	28.6	26.2
Total	23.9	29.2	22.1	15.3	27.4	22.8
None of These						
Small Business	43.0	46.4	61.6	73.5	45.7	57.5
Medium Business	42.9	38.2	47.6	76.6	41.4	45.4
Large Business	22.9	46.7	65.2	60.9	46.4	52.7
Total	42.8	45.6	58.2	73.5	44.9	56.1
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Table 2. Selected Neighbourhood Problems
Percentages of Businesses with Perceived Serious or Fairly
Serious Problems by Type of Problem and State/Territory

Problem Type	NSW	VIC	Qld	W A	S A	Tas	N T	A C T	Total
	%	%	%	%	%	%	%	%	%
Parking Facilities	10.7	13.0	10.1	8.0	10.0	18.7	18.0	12.2	11.1
Noise Problems	8.2	9.7	2.9	.9	1.9	14.8	7.9	.0	6.2
Litter	5.5	10.9	6.8	9.1	6.0	1.4	6.5	12.4	7.4
Pollution/Fumes	8.3	8.9	5.2	1.0	3.2	.1	3.3	.0	6.1
Public Services	10.6	11.7	12.9	6.3	7.8	20.2	6.3	.0	10.6
Children Damaging Things	4.1	8.2	6.0	2.6	5.6	.4	7.9	4.3	5.3
Teenagers Hanging Around	13.1	7.5	10.9	5.8	5.5	5.9	3.3	33.4	9.8
Crime	22.0	22.6	23.5	28.5	13.1	32.4	14.5	34.3	22.8
None of These	52.3	54.6	58.2	57.3	72.9	59.4	53.2	20.7	56.1
Total Number of Businesses	99085	69940	53813	38375	28179	9564	4356	4817	308129

Table 3. Selected Neighbourhood Problems
Percentages of Businesses with Perceived Serious or Fairly Serious Problems
by Region (Based on Telephone Codes)

Problem Type	Sydney Metro	Hinterland Sydney*	Coastal NSW	NSW Inland	Melb'ne	Other Vic	Brisbane	Hinterland Brisbane**	Other Qld
Parking Facilities	21.4	18.2	4.6	4.2	18.6	8.3	15.8	6.4	7.6
Noise Problems	11.0	5.6	8.4	6.5	17.0	3.6	4.8	.0	2.8
Litter	4.9	6.9	4.1	6.5	18.8	4.3	11.7	2.9	4.9
Pollution/Fumes	17.0	12.6	6.1	1.6	12.3	6.0	5.1	10.4	3.3
Public Services	16.9	1.6	12.1	7.0	10.8	12.5	13.1	5.1	15.8
Children Damaging Things	5.8	.4	5.8	2.6	9.0	7.5	9.1	9.4	2.6
Teenagers Hanging Around	18.5	10.0	16.0	7.7	11.6	4.1	20.3	8.3	5.3
Crime	29.9	28.3	13.9	19.4	33.3	13.6	25.1	29.2	20.3
None of These	29.2	42.0	64.4	65.5	41.7	65.5	48.7	55.2	65.9
Total Businesses	29396	9177	23673	36840	31953	37987	18063	9962	25789

Problem Type	Perth	Other W.A.	Adelaide	Other S.A.	Tasmania	Northern Terr.	A.C.T.	Total
	%	%	%	%	%	%	%	%
Parking Facilities	18.8	1.7	24.7	3.8	18.7	18.0	12.2	11.1
Noise Problems	2.5	.0	6.3	.0	14.8	7.9	.0	6.2
Litter	9.3	8.9	15.9	1.9	1.4	6.5	12.4	7.4
Pollution/Fumes	2.6	.0	6.7	1.7	.1	3.3	.0	6.1
Public Services	9.7	4.3	14.5	5.0	20.2	6.3	.0	10.6
Children Damaging Things	5.8	.8	13.8	2.1	.4	7.9	4.3	5.3
Teenagers Hanging Around	12.6	1.9	17.1	.7	5.9	3.3	33.4	9.8
Crime	29.2	28.1	39.0	2.2	32.4	14.5	34.3	22.8
None of These	51.1	60.9	40.1	86.8	59.4	53.2	20.7	56.1
Total Number of Businesses	14164	24211	8361	19818	9564	4356	4817	308129

Notes: * Hinterland Sydney includes Newcastle, Blue Mountains and Wollongong.

** Hinterland Brisbane includes Gold Coast and Sunshine Coast.

Table 4. Selected Neighbourhood Problems
Percentages of Businesses with Perceived Serious or Fairly Serious Problems
by Type of Problem and Location of Business Premises

Problem Type	Business Location			Type of Area		Total
	Town or City	Built-up area outside city	Somewhere else	Special Business Zone	Not Special Zone	
	%	%	%	%	%	%
Parking Facilities	22.2	10.4	1.2	19.1	5.6	11.1
Noise Problems	7.9	6.9	3.8	9.6	4.0	6.2
Litter	11.2	8.9	2.2	11.6	4.8	7.4
Pollution/Fumes	7.9	7.0	3.2	10.8	2.9	6.1
Public Services	8.5	10.8	12.3	12.2	9.6	10.6
Children Damaging Things	7.4	6.7	1.6	8.1	3.4	5.3
Teenagers Hanging Around	11.2	13.6	4.2	14.1	7.1	9.8
Crime	21.7	30.7	15.1	29.6	18.6	22.8
None of These	49.8	48.4	70.8	42.6	64.9	56.1
Total Number of Businesses	96624	111407	100098	121292	184487	308129

Table 5. Impressions of Trends in Crime Problems in Last Two-Three Years
Percentages by Sector/Size of Business

Crime Levels	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
	%	%	%	%	%	%
Increased						
Small Business	21.5	21.6	12.1	19.7	14.8	18.8
Medium Business	31.4	27.3	23.8	17.0	24.3	24.9
Large Business	40.0	53.3	13.0	26.1	25.0	26.7
Total	22.6	22.4	15.1	19.6	17.0	19.6
Decreased						
Small Business	15.2	12.8	5.1	6.0	11.1	9.4
Medium Business	14.3	7.3	15.5	8.5	12.9	12.3
Large Business	14.3	6.7	13.0	4.3	14.3	11.6
Total	15.1	12.2	8.0	6.0	11.5	9.8
Remained the Same						
Small Business	60.8	64.8	80.8	71.8	72.8	69.9
Medium Business	54.3	63.6	60.7	74.5	62.9	62.4
Large Business	42.9	36.7	73.9	65.2	60.7	60.5
Total	60.0	64.5	75.5	71.8	70.5	69.0
Don't Know						
Small Business	2.5	.8	2.0	2.6	1.2	1.8
Medium Business	.0	1.8	.0	.0	.0	.4
Large Business	2.9	3.3	.0	4.3	.0	1.2
Total	2.3	.9	1.4	2.5	1.0	1.7
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Table 6. Impressions of Trends in Crime Problems in Last Two-Three Years
Percentages by State/Territory

Crime Levels	NSW	VIC	Qld	WA	SA	Tas	NT	ACT	Total
	%	%	%	%	%	%	%	%	%
Increased	18.0	17.6	17.6	24.9	22.7	28.2	20.1	25.3	19.6
Decreased	10.2	14.2	9.0	8.2	5.5	5.1	1.0	.0	9.8
Remained the Same	70.6	65.5	73.3	61.6	71.9	66.6	78.9	74.7	69.0
Don't Know	1.2	2.7	.0	5.3	.0	.0	.0	.0	1.7
Total Number of Businesses	99085	69940	53813	38375	28179	9564	4356	4817	308129

Table 7. Impressions of Trends in Crime Problems in Last Two-Three Years
Percentages by Region (Based on Telephone Codes)

Crime Levels	Sydney Metro	Hint'l'd Sydney*	Coastal NSW	NSW Inland	Melb'ne	Other Vic	Brisbane	Hint'l'd Brisbn**	Other Qld
	%	%	%	%	%	%	%	%	%
Increased	22.5	16.6	21.0	12.7	22.0	13.9	21.1	20.6	14.1
Decreased	11.2	24.6	11.2	5.3	14.0	14.4	13.3	8.2	6.2
Remained the Same	65.1	58.8	67.8	79.8	62.4	68.0	65.4	71.2	79.7
Don't Know	1.2	.0	.0	2.2	1.5	3.7	.1	.0	.0
Total Number of Businesses	29396	9177	23673	36840	31953	37987	18063	9962	25789

Crime Levels	Perth	Other W.A.	Adelaide	Other S.A.	Tasmania	Northern Terr.	A.C.T.	Total
	%	%	%	%	%	%	%	%
Increased	32.2	20.7	22.0	23.0	28.2	20.1	25.3	19.6
Decreased	9.8	7.3	18.2	.1	5.1	1.0	.0	9.8
Remained the Same	55.4	65.2	59.8	77.0	66.6	78.9	74.7	69.0
Don't Know	2.7	6.8	.0	.0	.0	.0	.0	1.7
Total Number of Businesses	14164	24211	8361	19818	9564	4356	4817	308129

Table 8. Impressions of Trends in Crime Problems in Last Two-Three Years
Percentages by Location of Business Premises

Crime Levels	Business Location			Type of Area		Total
	Town or City	Built-up area outside city	Somewhere else	Special Business Zone	Not Special Zone	
	%	%	%	%	%	%
Increased	17.0	21.8	19.6	21.2	18.7	19.6
Decreased	11.7	11.1	6.5	10.3	9.4	9.8
Remained the Same	69.8	66.5	70.9	67.5	70.3	69.0
Don't Know	1.4	.7	3.0	1.1	1.6	1.7
Total Number of Businesses	96624	111407	100098	121292	184487	308129

Table 9. Businesses Victimized by Type of Incident - Percentages by Sector of Industry

Incident Type	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
	%	%	%	%	%	%
Burglary	37.5	26.2	32.4	15.0	44.3	27.4
Small Business	36.7	24.0	27.3	14.5	42.0	24.8
Medium Business	44.3	45.5	46.4	27.7	51.4	46.1
Large Business	45.7	40.0	34.8	43.5	57.1	43.9
Vandalism	20.4	24.0	12.6	5.4	30.8	16.9
Small Business	17.7	22.4	10.1	5.1	29.6	15.1
Medium Business	45.7	36.4	19.0	14.9	34.3	29.0
Large Business	42.9	60.0	17.4	17.4	39.3	32.8
Vehicle Thefts	1.4	3.9	4.1	1.8	1.4	2.6
Small Business	1.3	3.2	2.0	1.7	1.2	2.0
Medium Business	2.9	9.1	8.3	6.4	1.4	6.1
Large Business	.0	23.3	17.4	4.3	7.1	12.6
Thefts From Vehicle	4.4	6.7	9.1	4.5	6.7	6.1
Small Business	3.8	5.6	5.1	4.3	6.2	4.9
Medium Business	10.0	16.4	19.0	10.6	7.1	14.0
Large Business	8.6	20.0	21.7	13.0	17.9	18.3
Theft from Premises **	34.9	43.4	22.1	8.1	30.1	25.9
Small Business	32.9	42.4	20.2	7.7	27.2	24.2
Medium Business	51.4	50.9	27.4	21.3	38.6	37.3
Large Business	65.7	63.3	21.7	17.4	53.6	41.0
Thefts by Customers	23.3	36.7	7.3	.9	9.5	15.2
Small Business	22.8	36.8	8.1	.9	8.6	15.1
Medium Business	27.1	34.5	6.0	2.1	12.9	15.8
Large Business	40.0	46.7	.0	.0	10.7	14.1
Employee Theft	10.5	6.6	8.1	1.9	4.8	5.5
Small Business	8.9	5.6	6.1	1.7	2.5	4.2
Medium Business	22.9	14.5	13.1	10.6	12.9	14.0
Large Business	45.7	26.7	13.0	8.7	10.7	16.9
Other Thefts	4.6	7.3	6.7	4.2	8.8	6.2
Small Business	3.8	7.2	5.1	4.3	7.4	5.5
Medium Business	11.4	7.3	10.7	2.1	14.3	10.4
Large Business	17.1	20.0	13.0	4.3	7.1	11.9
Thefts, Unidentified	5.0	3.1	3.3	.0	5.0	2.6
Small Business	5.1	1.6	3.0	.0	3.7	1.9
Medium Business	4.3	16.4	3.6	.0	8.6	7.7
Large Business	8.6	10.0	8.7	.0	17.9	10.7
Employee Fraud	4.6	.5	4.6	1.9	4.8	2.7
Small Business	3.8	.0	4.0	1.7	3.7	2.0
Medium Business	11.4	3.6	4.8	8.5	8.6	6.3
Large Business	20.0	13.3	17.4	13.0	7.1	13.5
Other Fraud	17.4	27.4	16.2	4.3	27.0	17.2
Small Business	16.5	27.2	16.2	4.3	27.2	16.5
Medium Business	24.3	29.1	15.5	4.3	27.1	21.7
Large Business	45.7	26.7	21.7	17.4	21.4	24.0
Robberies	3.9	1.5	1.8	.1	3.0	1.6
Small Business	3.8	1.6	1.0	.0	3.7	1.5
Medium Business	4.3	.0	3.6	4.3	.0	1.9
Large Business	8.6	6.7	4.3	.0	3.6	4.4
Employees Assaulted	17.3	12.2	5.9	3.6	16.6	9.7
Small Business	16.5	11.2	4.0	3.4	12.3	8.2
Medium Business	22.9	20.0	9.5	6.4	31.4	18.6
Large Business	45.7	36.7	17.4	21.7	28.6	26.6
Bribery/Extortion	1.4	.9	.9	.0	.1	.6
Small Business	1.3	.8	1.0	.0	.0	.5
Medium Business	2.9	1.8	.0	2.1	.0	.8
Large Business	2.9	6.7	4.3	.0	3.6	3.9
No Crime Last Year	28.7	30.7	39.7	72.7	26.5	44.7
Small Business	30.4	32.8	44.4	73.5	28.4	47.9
Medium Business	14.3	12.7	28.6	46.8	21.4	23.1
Large Business	5.7	6.7	21.7	30.4	10.7	15.6
Total Number of Businesses	32463	83040	47990	98597	46039	308129

** Theft from Premises includes thefts by customers, employees, others and unknown.

Table 10. Businesses Victimised by Type of Incident - Percentages by State/Territory

Incident Type	NSW	VIC	Qld	WA	SA	Tas	NT	ACT	Total
	%	%	%	%	%	%	%	%	%
Burglary	22.3	26.4	31.3	35.6	18.5	52.3	27.1	43.4	27.4
Vandalism	19.2	22.9	13.9	8.4	8.4	32.7	7.6	10.8	16.9
Vehicle Thefts	1.0	3.5	2.1	5.1	3.9	.2	3.3	7.7	2.6
Thefts From Vehicle	4.5	6.8	6.6	8.9	6.3	2.1	11.2	4.7	6.1
Theft from Premises**	25.5	28.2	25.6	18.2	21.8	44.5	29.1	49.1	25.9
Thefts by Customers	15.6	16.1	14.8	7.7	11.8	28.3	15.9	49.1	15.2
Employee Theft	6.2	5.5	4.4	5.4	2.4	14.3	8.9	.5	5.5
Other Thefts	4.2	6.5	5.4	6.4	9.5	12.7	8.9	13.7	6.2
Thefts, Unidentified	2.7	1.7	6.5	.9	.2	.0	7.9	.0	2.6
Employee Fraud	2.5	2.1	2.6	5.9	.5	.4	7.9	1.3	2.7
Other Fraud	17.1	20.8	21.7	8.2	8.7	28.5	24.3	7.3	17.2
Robberies	1.8	.1	3.5	1.0	.0	6.5	.0	.9	1.6
Employees Assaulted	11.7	11.8	6.5	7.8	4.3	11.9	23.5	2.2	9.7
Bribery/Extortion	.5	.0	1.9	.1	.4	.0	3.3	.0	.6
No Crime Last Year	47.8	37.2	47.1	45.6	59.8	20.1	41.8	18.3	44.7
Total Number of Businesses	99085	69940	53813	38375	28179	9564	4356	4817	308129

Table 11. Businesses Victimised by Type of Incident - Percentages by Region (Based on Telephone Codes)

Crime Levels	Sydney Metro	Hint'l'd Sydney*	Coastal NSW	NSW Inland	Melb'ne	Other Vic	Brisbane	Hint'l'd Brishn**	Other Qld
	%	%	%	%	%	%	%	%	%
Burglary	24.3	33.2	23.3	17.4	25.0	27.6	37.0	41.1	23.4
Vandalism	17.7	35.2	26.9	11.5	21.2	24.4	12.6	14.1	14.8
Vehicle Thefts	1.7	.0	.0	1.2	5.7	1.6	3.0	.0	2.4
Thefts From Vehicle	4.6	4.2	3.3	5.1	6.4	7.2	9.7	3.0	5.9
Theft from Premises**	37.1	61.7	22.4	9.2	29.9	26.7	39.6	21.7	17.3
Thefts by Customers	21.7	44.8	10.5	6.8	12.2	19.4	28.8	10.5	6.7
Employee Theft	11.9	17.7	4.3	.0	11.9	.2	1.6	5.5	5.9
Other Thefts	4.8	12.3	3.3	2.3	7.4	5.7	9.5	3.4	3.3
Thefts, Unidentified	5.8	1.2	3.1	.4	2.3	1.2	7.6	5.9	6.0
Employee Fraud	4.8	.9	3.5	.5	3.9	.6	3.3	6.6	.5
Other Fraud	21.5	16.5	17.4	13.4	26.0	16.4	17.9	29.5	21.4
Robberies	4.0	1.6	2.1	.1	.0	.2	3.1	.0	5.0
Employees Assaulted	12.7	14.2	16.2	7.3	12.5	11.2	7.8	1.3	7.5
Bribery/Extortion	1.5	.4	.0	.0	.0	.0	.2	3.7	2.3
No Crime Last Year	41.6	26.5	42.1	61.7	31.5	42.1	40.0	38.3	55.6
Total Number of Businesses	29396	9177	23673	36840	31953	37987	18063	9962	25789

Crime Levels	Perth	Other W.A.	Adelaide	Other S.A.	Tasmania	Northern Terr.	A.C.T.	Total
	%	%	%	%	%	%	%	%
Burglary	50.8	26.6	34.4	11.7	52.3	27.1	43.4	27.4
Vandalism	12.1	6.3	19.3	3.8	32.7	7.6	10.8	16.9
Vehicle Thefts	5.3	5.0	3.4	4.1	.2	3.3	7.7	2.6
Thefts From Vehicle	2.9	12.4	11.5	4.1	2.1	11.2	4.7	6.1
Theft from Premises**	24.2	14.6	31.3	17.8	44.5	29.1	49.1	25.9
Thefts by Customers	10.8	5.8	17.1	9.6	28.3	15.9	49.1	15.2
Employee Theft	8.4	3.6	8.1	.1	14.3	8.9	.5	5.5
Other Thefts	2.5	8.6	8.0	10.2	12.7	8.9	13.7	6.2
Thefts, Unidentified	2.6	.0	.5	.0	.0	7.9	.0	2.6
Employee Fraud	7.0	5.2	1.7	.0	.4	7.9	1.3	2.7
Other Fraud	18.2	2.4	4.2	10.5	28.5	24.3	7.3	17.2
Robberies	2.4	.2	.0	.0	6.5	.0	.9	1.6
Employees Assaulted	8.2	7.5	12.2	1.0	11.9	23.5	2.2	9.7
Bribery/Extortion	.2	.0	1.2	.0	.0	3.3	.0	.6
No Crime Last Year	26.1	57.1	33.3	71.0	20.1	41.8	18.3	44.7
Total Number of Businesses	14164	24211	8361	19818	9564	4356	4817	308129

** Theft from Premises includes thefts by customers, employees, others and unknown.

Table 12. Businesses Victimised by Type of Incident
Percentages by Location of Business Premises

Incident Type	Business Location			Type of Area		Total
	Town or City	Built-up area outside city	Somewhere else	Special Business Zone	Not Special Zone	
	%	%	%	%	%	%
Burglary	29.5	37.5	14.3	31.9	24.4	27.4
Vandalism	23.6	19.2	8.0	25.4	11.5	16.9
Vehicle Thefts	3.9	2.5	1.6	3.9	1.8	2.6
Thefts From Vehicle	7.6	6.5	4.2	6.3	6.1	6.1
Theft from Premises**	35.6	29.8	12.2	39.2	17.4	25.9
Thefts by Customers	26.6	16.6	2.6	25.0	8.8	15.2
Employee Theft	6.3	7.0	3.0	9.3	2.9	5.5
Other Thefts	7.7	5.8	5.2	8.2	4.9	6.2
Thefts, Unidentified	3.9	3.2	.7	4.0	1.8	2.6
Employee Fraud	2.2	3.0	2.8	2.6	2.6	2.7
Other Fraud	22.8	19.4	9.1	23.5	13.2	17.2
Robberies	2.5	1.7	.5	1.8	1.4	1.6
Employees Assaulted	15.7	9.7	3.7	13.3	7.4	9.7
Bribery/Extortion	.7	.6	.4	.7	.5	.6
No Crime Last Year	30.6	35.9	68.2	26.8	56.2	44.7
Total Number of Businesses	96624	111407	100098	121292	184487	308129

** Theft from Premises includes thefts by customers, employees, others and unknown.

Figure 7. Businesses Victimised by Crime in 1992
Percentages by Location of Business Premises

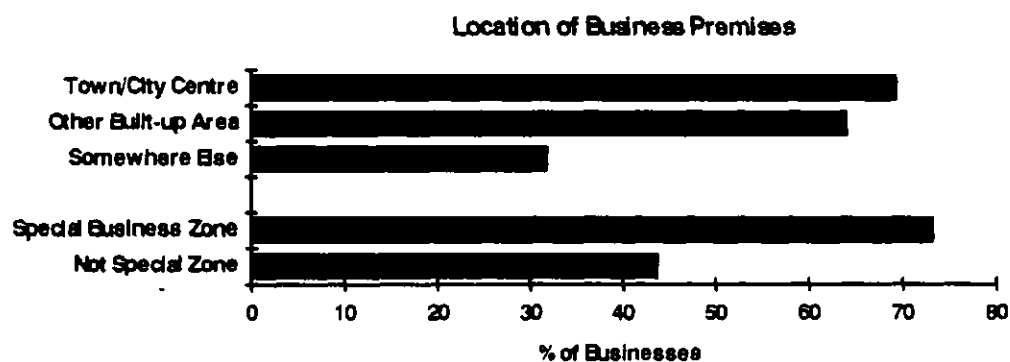


Table 13. Business Experience of Burglaries
Percentages by Frequency and Annual Costs

	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
No. of Burglaries last year	%	%	%	%	%	%
None	62.5	73.8	67.6	85.0	55.7	72.6
Once only	11.8	13.1	13.3	7.1	15.4	11.4
Twice	12.9	5.4	12.5	6.1	10.0	8.2
Three times	5.2	1.7	2.4	1.0	10.9	3.3
Four times	1.4	2.4	2.4	.0	.7	1.3
5-10 times	3.7	1.3	.7	.0	3.8	1.4
At least Once/Month	2.4	1.6	1.2	.0	3.5	1.4
Unknown	.0	.7	.0	.8	.0	.5
Mean	2.1	.8	.8	.2	2.2	.9
Median	.0	.0	.0	.0	.0	.0
Total Cost last year						
No Crimes	62.5	73.8	67.6	85.0	55.7	72.6
Nil	4.0	4.8	6.6	.9	2.6	3.4
Up to \$500	9.9	6.3	8.7	5.3	14.3	7.9
\$501-\$1000	10.9	2.1	1.5	1.8	4.0	3.1
\$1001-\$2500	6.3	3.3	5.6	2.6	13.1	5.2
\$2501-\$5000	3.0	4.5	5.8	2.6	5.0	4.0
\$5001-\$10000	1.8	2.6	1.9	.9	2.6	1.9
\$10001-\$50000	1.4	2.6	2.3	.9	2.8	1.9
Mean (\$)	813	1117	2121	1405	1646	1413
Median (\$)	0	0	0	0	0	0
Were Contents Insured?						
Yes Full Amount	60.3	69.0	60.3	59.2	65.1	63.0
Yes Limited Amount	22.5	14.2	21.3	21.2	16.4	18.7
Yes Unknown Amount	3.8	8.6	10.7	10.0	6.8	8.6
No Insurance	10.8	6.5	4.5	6.9	9.0	7.1
Don't Know	2.6	1.6	3.2	2.7	1.8	2.3
Total Number of Victims	12159	21720	15540	14751	20378	84548
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Figure 8. Distribution of Annual Costs of Burglary for Businesses burgled during 1992

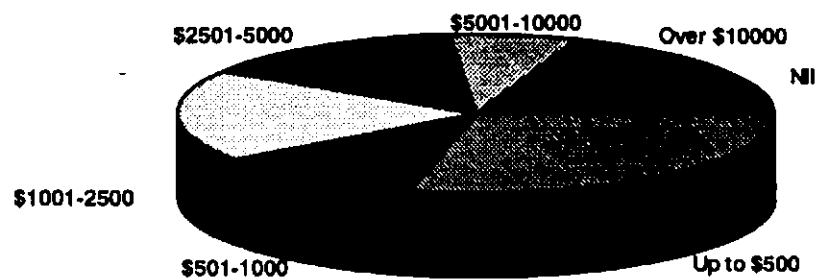


Table 14. Business Experience of Vandalism
Percentages by Frequency and Annual Costs

	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
No. of Incidents last year	%	%	%	%	%	%
None	79.6	76.0	87.4	94.6	69.2	83.1
Once only	8.8	12.5	5.6	2.7	4.6	6.7
Twice	4.1	5.7	1.3	1.7	9.2	4.1
Three times	3.1	2.4	3.6	.0	4.4	2.2
Four times	.8	1.1	.3	.8	3.4	1.2
5-10 times	2.0	.9	1.2	.0	5.0	1.4
At least Once/Month	1.6	1.5	.6	.1	4.2	1.3
Unknown	.0	.0	.0	.0	.0	.0
Mean	.7	.8	.5	.1	2.2	.7
Median	.0	.0	.0	.0	.0	.0
Total Cost last year						
No Crimes	79.6	76.0	87.4	94.6	69.2	83.1
Nil	1.1	.9	1.4	.0	.6	.7
Up to \$500	11.8	12.7	5.4	2.5	13.9	8.4
\$501-\$1000	3.0	2.9	1.9	.1	4.0	2.0
\$1001-\$2500	2.0	3.2	1.6	.8	6.2	2.5
\$2501-\$5000	1.7	3.8	1.7	1.0	4.6	2.5
\$5001-\$10000	.4	.5	.6	.0	1.5	.5
\$10001-\$50000	.4	.1	.0	.9	.0	.3
Mean (\$)	321	725	1771	254	992	734
Median (\$)	0	0	0	0	0	0
Total Victims	6620	19952	6050	5333	14186	52141
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Figure 9. Average Annual Costs of Vandalism, by Sector of Industry

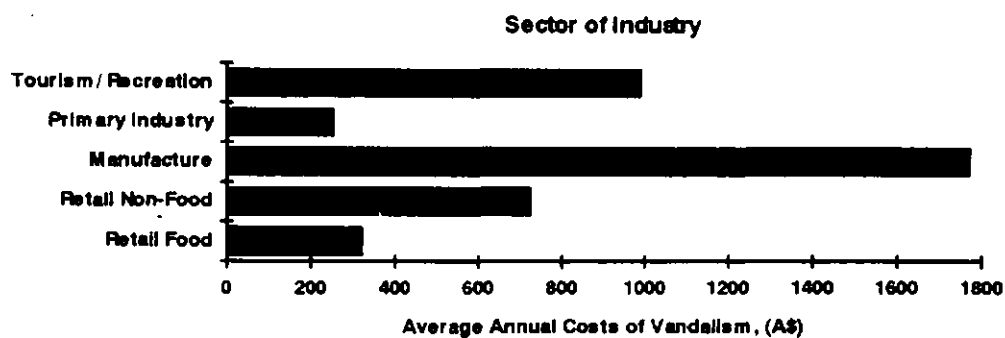


Table 15. Business Experience of Vehicles Stolen
Percentages by Frequency and Annual Costs

	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
	%	%	%	%	%	%
No. of Incidents last year						
Not Applicable - No Vehicles	55.7	35.2	19.3	20.2	49.1	32.1
None	43.0	60.9	76.6	78.0	49.5	65.2
Once only	1.3	3.5	2.6	1.8	1.3	2.3
More than Once	.1	.4	1.4	.0	.1	.3
Mean	.0	.1	.1	.0	.0	.0
Median	.0	.0	.0	.0	.0	.0
Total Cost last year						
Not Applicable - No Vehicles	55.7	35.2	19.3	20.2	49.1	32.1
No Crimes	43.0	60.9	76.6	78.0	49.5	65.2
Nil	.0	.9	1.0	.0	.3	.5
Up to \$2500	1.1	1.8	.2	.9	.0	1.0
\$2501-\$10000	.2	.9	1.1	.8	1.1	.8
\$10001-\$50000	.0	.3	1.6	.1	.1	.4
Mean (\$)	42	366	929	111	320	331
Median (\$)	0	0	0	0	0	0
Are Company Vehicles Insured?						
Not Applicable - No Vehicles	55.7	35.2	19.3	20.2	49.1	32.1
Yes Full Amount	35.0	46.5	49.7	50.9	31.0	44.9
Yes Limited Amount	.4	6.1	12.4	7.7	5.2	6.9
Yes Unknown Amount	5.4	3.4	10.8	9.3	5.8	7.0
No Insurance	3.1	2.5	5.5	6.7	2.5	4.4
Refused	.4	6.2	2.4	5.2	6.5	4.7
Total Number of Victims	451	3256	1973	1804	658	8143
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Figure 10. Victims of Vehicle Theft, as Percentages of Businesses
using Vehicles from the Premises

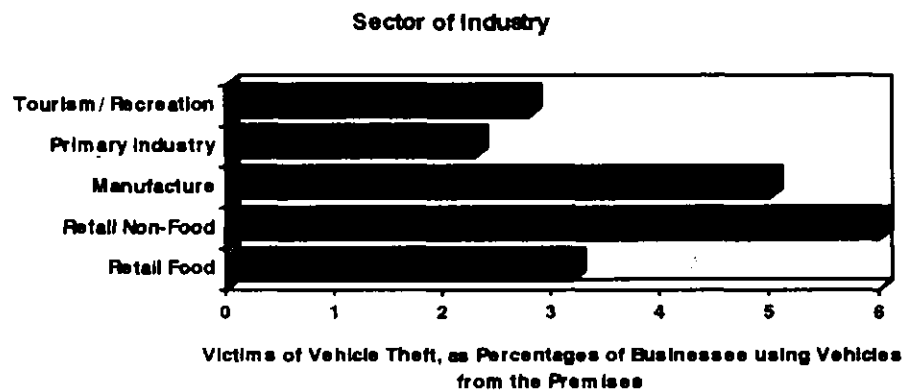


Table 16. Business Experience of Thefts from Company Vehicles
Percentages by Frequency and Annual Costs

	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
	%	%	%	%	%	%
No. of Incidents last year						
Not Applicable - No Vehicles	55.7	35.2	19.3	20.2	49.1	32.1
None	40.0	58.1	71.6	75.3	44.3	61.7
Once only	2.8	4.3	5.0	2.7	4.5	3.8
Twice	1.4	.1	1.8	.9	1.1	.9
More than Twice	.1	2.3	2.3	.8	1.1	1.5
Mean	.1	.2	.2	.1	.1	.1
Median	.0	.0	.0	.0	.0	.0
Total Cost last year						
Not Applicable - No Vehicles	55.7	35.2	19.3	20.2	49.1	32.1
No Crimes	40.0	58.1	71.6	75.3	44.3	61.7
Nil	.0	.0	.3	.0	.3	.1
Up to \$500	3.7	2.9	5.3	2.7	3.6	3.4
\$501-\$1000	.2	2.0	1.8	.9	.5	1.2
\$1001-\$2500	.4	.4	1.2	.8	.3	.6
More than \$2500	.1	1.4	.6	.0	2.0	.7
Mean (\$)	24	626	78	1028	339	563
Median (\$)	0	0	0	0	0	0
Are Company Vehicles Insured?						
Not Applicable - No Vehicles	55.7	35.2	19.3	20.2	49.1	32.1
Yes Full Amount	35.0	46.5	49.7	50.9	31.0	44.9
Yes Limited Amount	.4	6.1	12.4	7.7	5.2	6.9
Yes Unknown Amount	5.4	3.4	10.8	9.3	5.8	7.0
No Insurance	3.1	2.5	5.5	6.7	2.5	4.4
Refused	.4	6.2	2.4	5.2	6.5	4.7
Total Number of Victims	1422	5592	4385	4397	3074	18870
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Figure 11. Average Annual Costs of Vehicle Crimes, by Sector of Industry

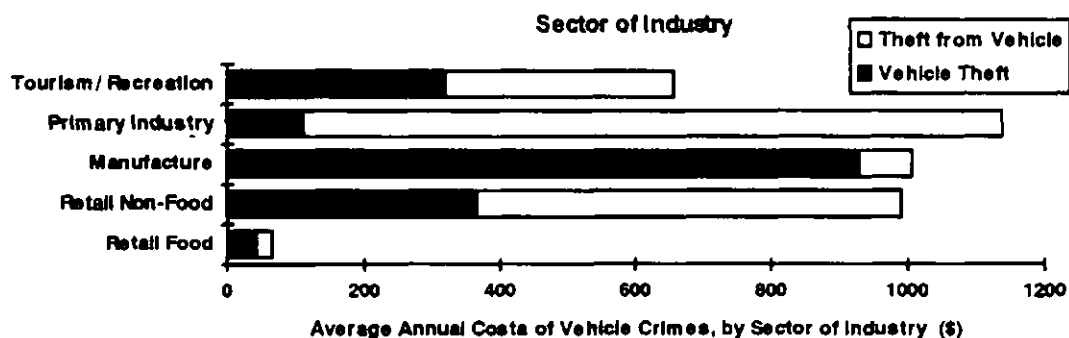


Table 17. Retailing Business Experience of Thefts by Customers - Percentages by Frequency and Annual Costs

	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
	%	%	%	%	%	%
No. of Incidents last year						
Not Applicable - No Retailing	.0	.0	73.8	88.7	74.3	51.0
None	76.7	63.3	23.2	11.2	18.0	35.0
Once only	4.7	4.7	.3	.0	1.1	2.0
Twice	2.3	.9	1.4	.0	3.2	1.2
Three times	1.1	4.3	.7	.0	1.0	1.5
Four times	.2	3.0	.3	.0	.0	.9
5-10 times	.4	3.2	.0	.0	1.5	1.2
At least Once/Month	4.0	8.1	.0	.0	.7	2.7
At least Once/Week	5.7	7.3	.3	.0	.3	2.6
Unknown	4.9	5.1	.0	.0	.0	1.9
Mean	9.4	24.4	1.6	.0	.6	7.7
Median	.0	.0	.0	.0	.0	.0
Total Cost last year						
Not Applicable - No Retailing	.0	.0	73.8	88.7	74.3	51.0
No Crimes	76.7	63.3	23.2	11.2	18.0	35.0
Nil	1.2	2.2	.0	.0	.0	.7
Up to \$500	12.5	16.7	1.7	.0	4.1	6.7
\$501-\$1000	3.8	5.3	.7	.0	2.6	2.4
\$1001-\$2500	.5	3.8	.3	.0	1.0	1.3
\$2501-\$5000	5.2	5.9	.3	.0	.0	2.2
More than \$5000	.1	2.8	.0	.0	.0	.7
Mean (\$)	387	1573	33	0	42	581
Median (\$)	0	0	0	0	0	0
Were any Reported to Police (% of Victims)						
Yes	14.6	46.2	28.1	94.4	69.0	42.8
No	85.3	53.8	71.9	5.6	31.0	57.2
No. of Incidents Reported (% of Victims)						
Never	85.3	53.8	71.9	5.6	31.0	57.2
Once only	.5	11.8	18.2	94.4	14.0	12.2
Twice	5.0	16.2	9.9	.0	39.0	15.8
Three times	5.4	4.5	.0	.0	3.0	4.1
Four times	.5	.0	.0	.0	.0	.1
5-10 times	.3	4.0	.0	.0	10.0	3.6
At least Once/Month	2.2	2.9	.0	.0	.0	2.2
Unknown	.7	6.9	.0	.0	3.0	4.9
Proportion Reported (% of Victims)						
All Incidents	8.6	17.7	14.1	.0	44.1	18.1
Most Incidents	.1	6.6	.0	.0	3.0	4.6
Some	5.7	21.5	9.9	.0	9.0	16.5
None	85.3	53.8	71.9	5.6	31.0	57.2
Don't Know	.3	.5	4.2	94.4	13.0	3.6
Reason for Non-report (% of Victims who didn't report incidents - Multiple responses allowed)						
Lack of Evidence	32.4	34.5	27.9	.0	26.7	33.0
Not Serious Enough	45.2	41.9	27.9	.0	48.3	41.8
Police Won't do Anything	1.7	13.9	.0	.0	10.7	10.3
Could do Nothing	16.2	19.6	44.2	.0	.0	19.6
Other (Varied)	27.4	33.1	11.5	100.0	28.5	30.2
Total Number of Victims	7579	30449	3495	868	4391	46783
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Table 18. Business Experience of Thefts by Employees: - Percentages by Frequency and Annual Costs

	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
	%	%	%	%	%	%
No. of Incidents last year						
Not Applicable - No Employees	10.3	15.1	7.9	18.3	12.4	14.1
None	79.2	78.3	84.0	79.8	82.8	80.4
Once only	2.5	4.8	2.2	.1	.5	2.0
Twice	2.7	.1	1.4	1.7	1.5	1.3
Three times	1.8	.7	1.2	.2	.6	.7
Four times	.2	.0	.0	.0	.0	.0
5-10 times	.2	.1	1.5	.0	.3	.3
At least Once/Month	2.5	.4	.6	.0	.3	.5
At least Once/Week	.5	.5	1.0	.0	1.1	.5
Unknown	.1	.0	.1	.0	.6	.1
Mean	1.4	.8	.8	.0	9.8	2.0
Median	.0	.0	.0	.0	.0	.0
Total Cost last year						
Not Applicable - No Employees	10.3	15.1	7.9	18.3	12.4	14.1
No Crimes	79.2	78.3	84.0	79.8	82.8	80.4
Nil	.0	.0	1.0	.0	1.2	.4
Up to \$500	5.7	3.2	2.7	1.0	2.5	2.6
\$501-\$1000	1.3	.9	1.3	.0	.2	.6
\$1001-\$2500	1.5	.8	.6	.1	.3	.5
\$2501-\$5000	.6	1.0	.9	.8	.6	.8
Over \$5000	2.3	.7	1.5	.0	.0	.6
Mean (\$)	203	329	1264	84	108	350
Median (\$)	0	0	0	0	0	0
Were any Reported to Police (% of Victims)						
Yes	18.0	42.0	18.1	7.6	28.1	26.0
No	80.8	58.0	78.1	92.4	71.9	72.9
Don't Know	1.2	.0	3.8	.0	.0	1.1
No. of Incidents Reported (% of Victims)						
Never	80.8	58.0	78.1	92.4	71.9	72.9
Once only	15.1	38.1	.0	7.6	6.0	17.1
More than once	2.7	3.8	18.2	.0	22.1	8.9
Unknown	1.5	.0	3.8	.0	.0	1.2
Proportion Reported (% of Victims)						
Some or All	2.4	14.7	3.8	2.5	.0	6.4
None	80.8	58.0	78.1	92.4	71.9	72.9
Don't Know	16.8	27.3	18.1	5.1	28.1	20.7
Reason for Non-report (% of Victims who didn't report incidents - Multiple responses allowed)						
Lack of Evidence	53.9	25.3	48.2	6.2	22.5	35.1
Not Serious Enough	28.4	19.4	12.4	50.0	7.5	22.4
Police Won't do Anything	3.6	.0	14.0	.0	7.5	5.5
Could do Nothing	24.5	23.9	23.8	43.8	50.1	30.1
Inappropriate	13.8	18.7	14.0	43.8	15.0	19.3
Other (Varied)	12.5	14.9	.0	.0	5.0	7.1
Refused to Say	.0	4.5	.0	.0	.0	1.0
Total Number of Victims	3397	5495	3873	1920	2191	16876
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Table 19. Business Experience of Thefts by Others: - Percentages by Frequency and Annual Costs

	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
	%	%	%	%	%	%
No. of Incidents last year						
None	95.4	92.7	93.3	95.8	91.2	93.8
Once only	1.5	4.7	4.1	4.2	2.6	3.8
Twice	1.4	2.2	.3	.0	1.2	1.0
Three times	.2	.0	.0	.0	.3	.1
Four times	1.3	.0	.7	.0	.3	.3
5-10 times	.1	.0	1.5	.0	1.9	.5
At least Once/Month	.1	.4	.1	.0	1.5	.4
Unknown	.0	.0	.0	.0	1.0	.2
Mean	.1	.4	.2	.0	.5	.2
Median	.0	.0	.0	.0	.0	.0
Total Cost last year						
No Crimes	95.4	92.7	93.3	95.8	91.2	93.8
Nil	.0	.2	.0	.0	.3	.1
Up to \$500	1.6	5.4	4.5	1.7	6.9	3.9
\$501-\$1000	1.1	.7	1.3	.0	.4	.6
\$1001-\$2500	.2	.2	.9	1.7	.9	.9
Over \$2500	1.7	.9	.0	.8	.3	.7
Mean (\$)	119	627	35	62	59	215
Median (\$)	0	0	0	0	0	0
Total Number of Victims	1492	6072	3236	4165	4038	19003
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Figure 12. Average Annual Incidence of Theft, by Type of Offender and Sector of Industry

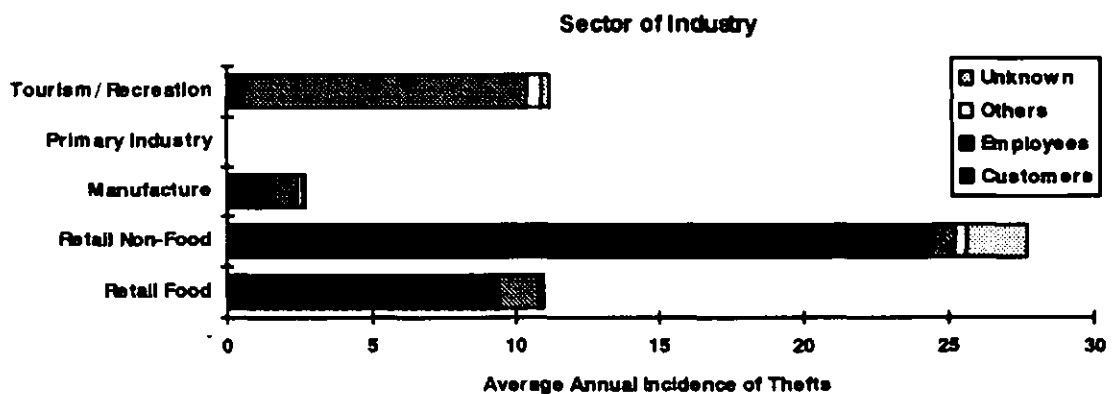


Table 20. Business Experience of Unidentified Thefts: - Percentages by Frequency and Annual Costs

	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
	%	%	%	%	%	%
No. of Incidents last year						
None	95.0	96.9	96.7	100.0	95.0	97.4
Once only	1.3	.3	1.5	.0	1.2	.6
Twice	1.3	.1	.4	.0	.7	.3
Three times	1.1	.0	.0	.0	.3	.2
Four times	1.1	.0	.7	.0	.0	.2
5-10 times	.1	.2	.0	.0	1.4	.3
At least Once/Month	.1	.7	.0	.0	1.3	.5
Unknown	.0	1.8	.7	.0	.1	.6
Mean	.1	2.1	.1	.0	.3	.6
Median	.0	.0	.0	.0	.0	.0
Total Cost last year						
No Crimes	95.0	96.9	96.7	100.0	95.0	97.4
Nil	.0	.2	.0	.0	.6	.1
Up to \$500	1.5	1.3	2.2	.0	3.3	1.3
\$501-\$2500	2.3	.2	1.0	.0	.7	.6
Over \$2500	1.2	1.4	.1	.0	.5	.6
Mean (\$)	370	223	75	0	162	135
Median (\$)	0	0	0	0	0	0
Total Number of Victims	1635	2543	1606	0	2325	8108
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Figure 13. Average Annual Costs of Theft, by Type of Offender and Sector of Industry

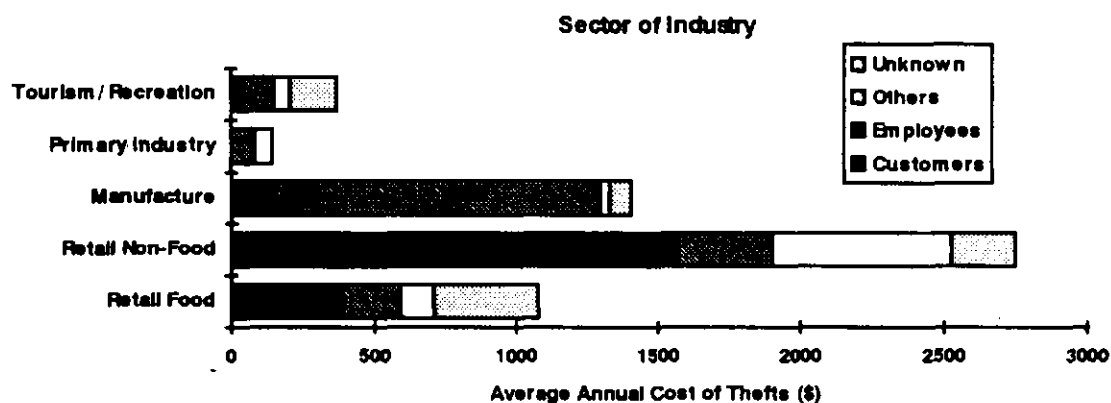


Table 21. Business Experience of Frauds by Employees: - Percentages by Frequency and Annual Costs

	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
	%	%	%	%	%	%
No. of Incidents last year						
Not Applicable - No Employees	10.3	15.1	7.9	18.3	12.4	14.1
None	85.1	84.5	87.4	79.8	82.8	83.3
Once only	.3	.2	2.5	1.0	3.6	1.4
Twice	1.7	.0	1.0	.8	.6	.7
More than Twice	1.4	.2	1.0	.0	.6	.5
Unknown	1.2	.0	.1	.0	.0	.2
Mean	.2	.0	.6	.0	.1	.1
Median	.0	.0	.0	.0	.0	.0
Total Cost last year						
Not Applicable - No Employees	10.3	15.1	7.9	18.3	12.4	14.1
No Crimes	85.1	84.5	87.4	79.8	82.8	83.3
Nil	.1	.0	1.0	.0	.0	.2
Up to \$500	2.7	.0	.3	.9	3.4	1.1
\$501-\$2500	1.4	.2	1.2	.1	.1	.5
Over \$2500	.3	.2	2.1	.8	1.3	.8
Mean (\$)	52	25	511	50	262	147
Median (\$)	0	0	0	0	0	0
Were any Reported to Police (% of Victims)						
Yes	4.1	50.0	18.4	2.6	26.0	15.6
No	93.3	43.9	81.6	96.4	74.0	83.4
Don't Know	2.6	.0	.0	.0	.0	.5
Can't Say	.0	6.1	.0	1.0	.0	.5
Proportion Reported (% of Victims)						
Some or All	2.0	6.1	3.0	2.6	.0	2.0
None	93.3	50.0	81.6	97.4	74.0	83.9
Don't Know	4.7	43.9	15.4	.0	26.0	14.0
Reason for Non-report (% of Victims who didn't report incidents - Multiple responses allowed)						
Lack of Evidence	28.0	46.8	13.4	47.9	.0	22.0
Not Serious Enough	30.7	.0	3.1	.0	28.0	14.1
Police Won't do Anything	2.6	.0	22.7	.0	26.0	13.6
Could do Nothing	30.7	.0	22.7	45.9	.0	22.5
Inappropriate	27.3	.0	29.4	90.3	32.0	42.6
Other (Varied)	4.7	46.8	35.6	2.6	14.0	16.7
Don't Know	.7	12.9	3.1	.0	.0	1.5
Total Number of Victims	1503	376	2230	1890	2194	8192
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Table 22. Business Experience of Other Frauds: - Percentages by Frequency and Annual Costs

	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
	%	%	%	%	%	%
No. of Incidents last year						
None	82.6	72.6	83.8	95.7	73.0	82.8
Once only	7.0	5.9	5.9	3.4	9.6	5.8
Twice	4.0	5.7	4.8	.0	6.7	3.7
Three times	1.4	4.7	2.5	.0	2.5	2.2
Four times	1.3	1.1	.0	.9	1.2	.9
5-10 times	2.9	4.7	1.3	.0	3.7	2.3
At least Once/Month	.9	3.6	1.3	.0	2.1	1.6
Unknown	.0	1.6	.3	.0	1.2	.7
Mean	.6	1.7	.7	.1	.9	.8
Median	.0	.0	.0	.0	.0	.0
Total Cost last year						
No Crimes	82.6	72.6	83.8	95.7	73.0	82.8
Nil	.3	.9	1.3	.0	1.0	.6
Up to \$500	11.1	12.0	3.5	1.7	14.9	7.7
\$501-\$1000	2.9	3.8	4.2	.0	4.8	2.7
\$1001-\$2500	.2	4.1	3.2	.8	3.3	2.4
\$2501-\$5000	1.7	4.7	1.3	1.7	1.3	2.4
\$5001-\$10000	.1	1.1	1.0	.0	.5	.5
\$10001-\$50000	1.2	.7	1.6	.0	1.2	.8
Mean (\$)	1030	746	1184	180	436	617
Median (\$)	0	0	0	0	0	0
Total Number of Victims	5664	22731	7757	4269	12433	52855
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Figure 14. Average Annual Costs of Fraud, by Type of Offender and Sector of Industry

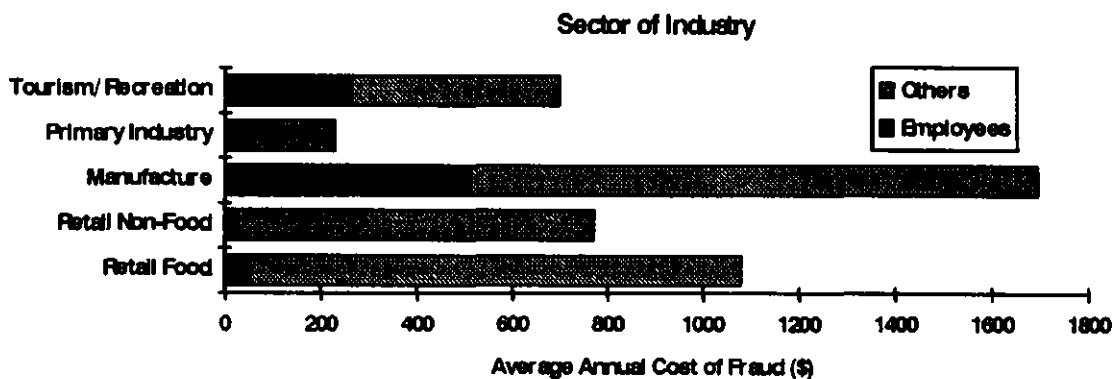


Table 23. Business Experience of Robberies: - Percentages by Frequency, Characteristics and Annual Costs

	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
	%	%	%	%	%	%
No. of Incidents last year						
None	96.1	98.5	98.2	99.9	97.0	98.4
Once only	1.4	1.5	.7	.1	1.9	1.0
More than Once	2.5	.0	1.0	.0	1.1	.6
Mean	.2	.0	.0	.0	.0	.0
Median	.0	.0	.0	.0	.0	.0
Firearm used?						
% of Robberies	23.0
Knife used?						
% of Robberies	19.5
Employees Injured?						
% of Robberies	16.7
Total Cost last year						
No Crimes	96.1	98.5	98.2	99.9	97.0	98.4
Up to \$1000	.3	1.4	1.3	.0	3.0	1.1
Over \$1000	3.7	.0	.4	.0	.0	.5
Mean (\$)	141	7	98	40	1	45
Median (\$)	0	0	0	0	0	0
Total Number of Victims	1263	1238	848	98	1364	4811
Total Number of Businesses	32463	83040	47990	98597	46039	308129

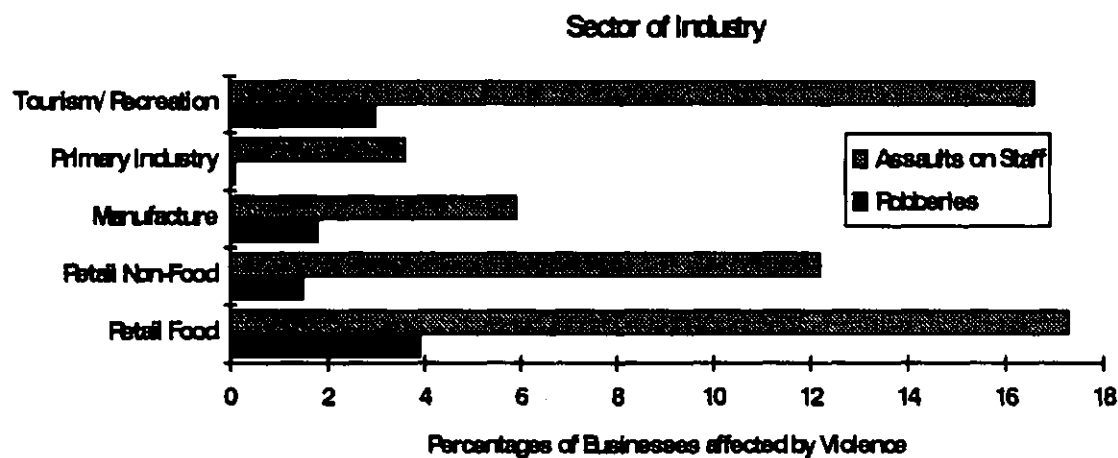
Table 24. Business Experience of Assaults on Employees: Percentages by Frequency & Characteristics of Incident

	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
	%	%	%	%	%	%
No. of Incidents last year						
None	82.7	87.8	94.1	96.4	83.4	90.3
Once Only	5.3	4.4	1.8	1.8	4.1	3.2
More than Once	12.0	7.9	4.1	1.8	12.5	6.5
Mean	.7	1.5	.7	.1	1.0	.8
Median	.0	.0	.0	.0	.0	.0
No. involving Physical Injury						
None	99.1	99.2	99.3	99.2	94.4	98.5
Once only	.7	.0	.4	.8	4.3	1.1
More than Once	.1	.8	.3	.0	1.3	.5
Mean	.0	.0	.0	.0	.1	.0
Median	.0	.0	.0	.0	.0	.0
Total Number of Victims	5625	10164	2811	3517	7633	29749
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Table 25. Business Experience of Bribery/Extortion: - Percentages by Frequency of Incident

	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
	%	%	%	%	%	%
Incidents of Extortion						
None	98.6	99.1	99.1	100.0	99.9	99.4
At least Once	1.4	1.0	.9	.0	.1	.6
Mean	.0	.7	.0	.0	.0	.2
Median	.0	.0	.0	.0	.0	.0
Is It Common Practice?						
Yes	25.5	16.2	17.2	12.8	21.3	17.0
No	69.4	76.4	72.8	82.1	73.7	76.5
Don't Know	5.0	7.4	10.0	5.1	5.1	6.5
Total Victims	461	784	412	49	44	1750
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Figure 14. Percentages of Businesses affected by Violence in 1992, by Type of Incident and Sector of Industry



Risk Factors associated with Crime Problems

Chapter 3

Risk Factors associated with Crime Problems

In this section, the information relating to perceptions of crime in the neighbourhood and the information on actual incidence of crime at the business premises are related to four sets of possible risk factors. The risk factors obtained from the survey were:

the sector of industry in which the business trades, including additional activities which take place on the premises;

the presence or otherwise of "children vandalising" things in the neighbourhood, together with the presence or not of "teenagers hanging around";

the location of the business premises, whether in the town or city centre, or in a special business zone;

the size of the premises and numbers of staff who work there.

To facilitate an exploration of the relative effects of each of these risk factors, the data are presented as percentages and "odds" of victimisation, dichotomised according to whether the supposed risk factor is present at the premises or not. So, for example, the first row of Table 26 shows the percentages of retail food business which perceived a serious local crime problem (23.9 per cent) and the percentage which did not perceive a serious problem (76.1 per cent), together with the odds of perceiving a problem: - that is, the ratio of those *with* a serious problem to those *without* a serious problem ($23.9:76.1 = \text{odds of } 0.31:1$). The second row of the table shows the equivalent percentages and odds for retail food businesses which *also conduct other activities* on the premises.

As it happens, in this case these additional activities at the premises do not significantly alter the "risk" of perceiving a serious crime problem. Further down the same table, however, one can see that manufacturing industry businesses which also do some wholesaling from the premises have something like half the risk of having a serious crime problem, compared with manufacturing businesses overall. The reason may be that wholesaling activities at manufacturing premises extend the working day, or increase the staffing numbers, both of which may improve the surveillance of the premises, or wholesaling may for some reason demand less crime-prone locations. The data in this section provide much food for speculations of this kind, and may

assist businesses and planners to develop locational strategies which help to minimise opportunities for crime.

Table 27 is particularly enlightening. In earlier tables in this report we have seen evidence that businesses relate crime with the presence of unruly children and teenagers in the neighbourhood. Where there are no "children vandalising" and no "teenagers hanging around", the odds of perceiving a serious local crime problem are 0.22:1, or about five to one against. The *average* business premises face odds a little worse than this: - 0.30:1, or just over three to one against. Teenagers "hanging around" bring these odds up to 0.79:1 and 1.17:1 respectively, but "children damaging things" bring the odds up quite considerably to 2.68:1 or 5.62:1, depending upon whether both problems coexist. The table shows it is the "damaging things", not the "hanging around" which is most associated with the perception of a serious crime problem. Other tables in this group are not so interesting; business premises in "special business zones" in suburban location and those with large staff numbers and large floor areas have rather worse perceptions of crime than other businesses, but the differences are not so great as those in Table 27.

Similar results are seen in Tables 30-33, where the same risk factors have equivalent effects on the odds that the businesses perceive that local crime is getting worse, but more interesting results are presented in Tables 34-38. These tables relate the same sets of risk factors to the *actual* incidence of crime in 1992. The percentages and odds relate to having been a victim of *any* crime in 1992 or not having been a victim at all during the year. Firstly, in Table 34 it appears that the addition of retailing activities to a tourism/recreation business significantly increases risks of crime. Next, Table 35 suggests strongly that actual incidence of crime is associated with "teenagers hanging around" and the "children vandalising" is a much weaker influence than the perceptions in previous tables suggested.

Table 36 suggests that special business zones, *wherever they are located*, actually bring increased probability of crime, while Table 37 suggests that premises occupying more than 1000 square metres were less vulnerable to crime than the smaller ones, but that increased staffing numbers noticeably increased risks of crime.

The subsequent tables in this section relate the four sets of risk factors to each of the types of crime dealt with by the survey. Very briefly, the factors, or combinations of factors which produce the highest and lowest risks of victimisation are summarised below for each type of crime:

Crime type	High risk businesses	Odds of Victimization	Low risk businesses	Odds of Victimization
Burglary	Children vandalising + Teenagers around	1.80:1	Primary Industry	0.18:1
Vandalism	Children vandalising + Teenagers around	1.35:1	Primary Industry	0.03:1
Vehicle Thefts	Children vandalising + Teenagers around	0.63:1	Primary Industry + also Retails/Wholesales	0.00:1
Thefts From Vehicle	Retail Non-food + also Wholesales	0.52:1	Primary Industry + also Retails/Wholesales	<0.07:1
Thefts from Premises	Children vandalising + Teenagers around	1.80:1	Primary Industry	0.09:1
Thefts by Customers	City/Town Centre + Not special zone	51.63:1	Manufacturers	<1.09:1
Employee Theft	Manufacturer + also Wholesales	1.80:1	Teenagers hanging about	<0.17:1
Other Thefts	Primary industry	> 1.10:1	Teenagers hanging about	<0.17:1
Employee Fraud	Tourism/Recreation + also Retails	0.15:1	Retail Non-food	<0.02:1
Other Fraud	Tourism/Recreation + also Retails	0.88:1	Primary Industry	0.04:1
Robberies	Children vandalising + Teenagers around	0.12:1	Primary Industry	0.00:1
Employees Assaulted	Children vandalising + Teenagers around	0.38:1	Primary Industry	<0.05:1
Bribery/Extortion	Retail Non-food + also Wholesales	0.07:1	Primary Industry Tourism/Recreation	0.00:1 0.00:1

Table 26. Association of Sector of Industry with Perceived Seriousness of Local Crime Problems

Company's Main Activity	Perceived Seriousness of Crime Problem		Odds of Serious Crime Problem
	% Serious	% Not Serious	
Retail Food	23.9	76.1	0.31:1
Also Other Activities	25.8	74.2	0.35:1
Retail Non-Food	29.2	70.8	0.41:1
Also Manufactures	31.9	68.1	0.47:1
Also Wholesales	42.9	57.1	0.75:1
Also Other Activities	26.4	73.6	0.36:1
Manufacture	22.1	77.9	0.28:1
Also Retails	21.4	78.6	0.27:1
Also Wholesales	10.6	89.4	0.12:1
Also Other Activities	21.4	78.6	0.27:1
Primary Industry	15.3	84.7	0.18:1
Also Retails	15.8	84.2	0.19:1
Also Wholesales	13.2	86.8	0.15:1
Also Other Activities	15.3	84.7	0.18:1
Tourism/Recreation	27.7	72.3	0.38:1
Also Retails	29.4	70.6	0.42:1
Also Other Activities	26.6	73.4	0.36:1

Table 27. Association of Juvenile Problems with Perceived Seriousness of Local Crime Problems

	Perceived Seriousness of Crime Problem		Odds of Serious Crime Problem
	% Serious	% Not Serious	
Children Vandalising	72.8	27.2	2.68:1
Teenagers Hanging About	84.9	15.1	5.62:1
No Teenager Problem	63.1	36.9	1.71:1
No Children Vandalising	20.1	79.9	0.25:1
Teenagers Hanging About	44.0	56.0	0.79:1
No Teenager Problem	18.1	81.9	0.22:1
Total Businesses	22.9	77.1	0.30:1
Teenagers Hanging About	54.0	46.0	1.17:1
No Teenager Problem	19.5	80.5	0.24:1

Table 28. Association of Urban Location with Perceived Seriousness of Local Crime Problems

	Perceived Seriousness of Crime Problem		Odds of Serious Crime Problem
	% Serious	% Not Serious	
City/Town Centre	21.8	78.2	0.28:1
Special Business Zone	22.0	78.0	0.28:1
Not Special Business Zone	21.3	78.7	0.27:1
Suburban Location	31.0	69.0	0.45:1
Special Business Zone	39.6	60.4	0.66:1
Not Special Business Zone	21.8	78.2	0.28:1
Total Businesses	22.9	77.1	0.30:1
Special Business Zone	30.8	69.2	0.45:1
Not Special Business Zone	21.6	78.4	0.28:1

Table 29. Association of Size of Premises/No of Staff with Perceived Seriousness of Local Crime Problems

	Perceived Seriousness of Crime Problem		Odds of Serious Crime Problem
	% Serious	% Not Serious	
Small Floor Area (<1000m²)	25.3	74.7	0.34:1
Up to 10 Employees	25.1	74.9	0.34:1
Over 10 Employees	28.2	71.8	0.39:1
Large Floor Area (>1000m²)	20.3	79.7	0.25:1
Up to 10 Employees	17.5	82.5	0.21:1
Over 10 Employees	32.7	67.3	0.49:1
Total Businesses	22.9	77.1	0.30:1
Up to 10 Employees	22.8	77.2	0.30:1
Over 10 Employees	30.6	69.4	0.44:1

Table 30. Association of Sector of Industry with Perceived Crime Trends

Company's Main Activity	Crime Levels		Odds of Increasing Crime Problem
	% Increased	% Decreased	
Retail Food	36.9	63.1	0.58:1
Also Other Activities	38.0	62.0	0.61:1
Retail Non-Food	55.9	44.1	1.27:1
Also Other Activities	51.8	48.2	1.07:1
Manufacture	40.3	59.7	0.68:1
Also Other Activities	34.3	65.7	0.52:1
Primary Industry	36.4	63.6	0.57:1
Also Other Activities	42.6	57.4	0.74:1
Tourism/Recreation	47.7	52.3	0.91:1
Also Retails	41.3	58.7	0.70:1
Also Other Activities	50.8	49.2	1.03:1

Table 31. Association of Juvenile Problems with Perceived Crime Trends

	Crime Levels		Odds of Increasing Crime Problem
	% Increased	% Decreased	
Children Vandalising	79.0	21.0	3.76:1
Teenagers Hanging About	89.2	10.8	8.26:1
No Teenager Problem	62.6	37.4	1.67:1
No Children Vandalising	65.5	34.5	1.90:1
Teenagers Hanging About	69.1	30.9	2.24:1
No Teenager Problem	64.8	35.2	1.84:1
Total Businesses	66.7	33.3	2.00:1
Teenagers Hanging About	74.2	25.8	2.88:1
No Teenager Problem	64.7	35.3	1.83:1

Table 32. Association of Urban Location with Perceived Crime Trends

	Crime Levels		Odds of Increasing Crime Problem
	% Increased	% Decreased	
City/Town Centre	59.0	41.0	1.44:1
Special Business Zone	63.7	36.3	1.75:1
Not Special Business Zone	50.2	49.8	1.01:1
Suburban Location	67.0	33.0	2.00:1
Special Business Zone	70.0	30.0	2.33:1
Not Special Business Zone	63.8	36.2	1.76:1
Total Businesses	66.7	33.3	2.00:1
Special Business Zone	66.9	33.1	2.02:1
Not Special Business Zone	58.9	41.1	1.43:1

Table 33. Association of Size of Premises/No of Staff with Perceived Crime Trends

	Crime Levels		Odds of Increasing Crime Problem
	% Increased	% Decreased	
Small Floor Area (<1000m²)	64.3	35.7	1.80:1
Up to 10 Employees	63.3	36.7	1.72:1
Over 10 Employees	74.5	25.5	2.92:1
Large Floor Area (>1000m²)	65.0	35.0	1.86:1
Up to 10 Employees	65.3	34.7	1.88:1
Over 10 Employees	63.9	36.1	1.77:1
Total Businesses	66.7	33.3	2.00:1
Up to 10 Employees	63.9	36.1	1.77:1
Over 10 Employees	68.4	31.6	2.16:1

Table 34. Association of Sector of Industry with the Actual Incidence of Crime

Company's Main Activity	Any Crime in 1992		Odds of Victimisation
	% Victims	% Non-Victims	
Retail Food	71.3	28.7	2.48:1
Also Other Activities	71.8	28.2	2.55:1
Retail Non-Food	69.3	30.7	2.26:1
Also Manufactures	52.8	47.2	1.12:1
Also Wholesales	68.0	32.0	2.13:1
Also Other Activities	74.2	25.8	2.88:1
Manufacture	60.3	39.7	1.52:1
Also Retails	59.8	40.2	1.49:1
Also Wholesales	58.9	41.1	1.43:1
Also Other Activities	56.6	43.4	1.30:1
Primary Industry	27.3	72.7	0.38:1
Also Retails	54.5	45.5	1.20:1
Also Wholesales	62.0	38.0	1.63:1
Also Other Activities	22.3	77.7	0.29:1
Tourism/Recreation	73.5	26.5	2.77:1
Also Retails	87.3	12.7	6.87:1
Also Other Activities	68.0	32.0	2.13:1

Table 35. Association of Juvenile Problems with the Actual Incidence of Crime

	Any Crime in 1992		Odds of Victimisation
	% Victims	% Non-Victims	
Children Vandalising	89.2	10.8	8.26:1
Teenagers Hanging About	95.0	5.0	19.00:1
No Teenager Problem	84.3	15.7	5.37:1
No Children Vandalising	53.4	46.6	1.15:1
Teenagers Hanging About	80.7	19.3	4.18:1
No Teenager Problem	51.1	48.9	1.04:1
Total Businesses	55.3	44.7	1.24:1
Teenagers Hanging About	84.3	15.7	5.37:1
No Teenager Problem	52.1	47.9	1.09:1

Table 36. Association of Urban Location with the Actual Incidence of Crime

	Any Crime in 1992		Odds of Victimisation
	% Victims	% Non-Victims	
City/Town Centre	69.5	30.5	2.28:1
Special Business Zone	73.8	26.2	2.82:1
Not Special Business Zone	62.9	37.1	1.70:1
Suburban Location	64.2	35.8	1.79:1
Special Business Zone	72.0	28.0	2.57:1
Not Special Business Zone	55.8	44.2	1.26:1
Total Businesses	55.3	44.7	1.24:1
Special Business Zone	72.9	27.1	2.69:1
Not Special Business Zone	58.8	41.2	1.43:1

Table 37. Association of Size of Premises/No of Staff with the Actual Incidence of Crime

	Any Crime in 1992		Odds of Victimisation
	% Victims	% Non-Victims	
Small Floor Area (<1000m²)	62.7	37.3	1.68:1
Up to 10 Employees	61.8	38.2	1.62:1
Over 10 Employees	72.6	27.4	2.65:1
Large Floor Area (>1000m²)	44.0	56.0	0.79:1
Up to 10 Employees	34.7	65.3	0.53:1
Over 10 Employees	84.6	15.4	5.49:1
Total Businesses	55.3	44.7	1.24:1
Up to 10 Employees	53.5	46.5	1.15:1
Over 10 Employees	79.1	20.9	3.78:1

Table 38. Association of Sector of Industry with Incidence of Burglary

Company's Main Activity	Burglary		Odds of Victimisation
	% Victims	% Non-Victims	
Retail Food	37.5	62.5	0.60:1
Also Other Activities	38.7	61.3	0.63:1
Retail Non-Food	26.2	73.8	0.36:1
Also Manufactures	25.4	74.6	0.34:1
Also Wholesales	37.1	62.9	0.59:1
Also Other Activities	25.1	74.9	0.34:1
Manufacture	32.4	67.6	0.48:1
Also Retailers	25.3	74.7	0.34:1
Also Wholesales	22.1	77.9	0.28:1
Also Other Activities	33.0	67.0	0.49:1
Primary Industry	15.0	85.0	0.18:1
Also Retailers	31.3	68.7	0.46:1
Also Wholesales	25.5	74.5	0.34:1
Also Other Activities	12.7	87.3	0.15:1
Tourism/Recreation	44.3	55.7	0.80:1
Also Retailers	61.7	38.3	1.61:1
Also Other Activities	37.3	62.7	0.59:1

Table 39. Association of Juvenile Problems with Incidence of Burglary

	Burglary		Odds of Victimisation
	% Victims	% Non-Victims	
Children Vandalising	57.4	42.6	1.35:1
Teenagers Hanging About	64.3	35.7	1.80:1
No Teenager Problem	51.5	48.5	1.06:1
No Children Vandalising	25.8	74.2	0.35:1
Teenagers Hanging About	47.7	52.3	0.91:1
No Teenager Problem	23.9	76.1	0.31:1
Total Businesses	27.4	72.6	0.38:1
Teenagers Hanging About	51.6	48.4	1.07:1
No Teenager Problem	24.8	75.2	0.33:1

Table 40. Association of Urban Location with Incidence of Burglary

	Burglary		Odds of Victimisation
	% Victims	% Non-Victims	
City/Town Centre	29.4	70.6	0.42:1
Special Business Zone	25.5	74.5	0.34:1
Not Special Business Zone	35.3	64.7	0.55:1
Suburban Location	37.3	62.7	0.59:1
Special Business Zone	40.2	59.8	0.67:1
Not Special Business Zone	34.2	65.8	0.52:1
Total Businesses	27.4	72.6	0.38:1
Special Business Zone	32.8	67.2	0.49:1
Not Special Business Zone	34.7	65.3	0.53:1

Table 41. Association of Size of Premises/No. of Staff with Incidence of Burglary

	Burglary		Odds of Victimisation
	% Victims	% Non-Victims	
Small Floor Area (<1000m²)	29.2	70.8	0.41:1
Up to 10 Employees	27.4	72.6	0.38:1
Over 10 Employees	49.7	50.3	0.99:1
Large Floor Area (>1000m²)	23.0	77.0	0.30:1
Up to 10 Employees	18.4	81.6	0.23:1
Over 10 Employees	42.7	57.3	0.75:1
Total Businesses	27.4	72.6	0.38:1
Up to 10 Employees	24.6	75.4	0.33:1
Over 10 Employees	46.0	54.0	0.85:1

Table 42. Association of Sector of Industry with Incidence of Vandalism

Company's Main Activity	Vandalism		Odds of Victimisation
	% Victims	% Non-Victims	
Retail Food	20.4	79.6	0.26:1
Also Other Activities	20.1	79.9	0.25:1
Retail Non-Food	24.0	76.0	0.32:1
Also Manufactures	13.1	86.9	0.15:1
Also Wholesales	37.5	62.5	0.60:1
Also Other Activities	25.8	74.2	0.35:1
Manufacture	12.6	87.4	0.14:1
Also Retails	11.2	88.8	0.13:1
Also Wholesales	15.7	84.3	0.19:1
Also Other Activities	11.6	88.4	0.13:1
Primary Industry	5.4	94.6	0.06:1
Also Retails	23.0	77.0	0.30:1
Also Wholesales	12.2	87.8	0.14:1
Also Other Activities	3.3	96.7	0.03:1
Tourism/Recreation	30.8	69.2	0.45:1
Also Retails	44.2	55.8	0.79:1
Also Other Activities	25.0	75.0	0.33:1

Table 43. Association of Juvenile Problems with Incidence of Vandalism

	Vandalism		Odds of Victimisation
	% Victims	% Non-Victims	
Children Vandalising	48.0	52.0	0.92:1
Teenagers Hanging About	57.5	42.5	1.35:1
No Teenager Problem	39.8	60.2	0.66:1
No Children Vandalising	15.2	84.8	0.18:1
Teenagers Hanging About	45.4	54.6	0.83:1
No Teenager Problem	12.6	87.4	0.14:1
Total Businesses	16.9	83.1	0.20:1
Teenagers Hanging About	48.7	51.3	0.95:1
No Teenager Problem	13.5	86.5	0.16:1

Table 44. Association of Urban Location with Incidence of Vandalism

	Vandalism		Odds of Victimisation
	% Victims	% Non-Victims	
City/Town Centre	23.5	76.5	0.31:1
Special Business Zone	29.8	70.2	0.42:1
Not Special Business Zone	14.0	86.0	0.16:1
Suburban Location	19.4	80.6	0.24:1
Special Business Zone	21.9	78.1	0.28:1
Not Special Business Zone	16.6	83.4	0.20:1
Total Businesses	16.9	83.1	0.20:1
Special Business Zone	25.9	74.1	0.35:1
Not Special Business Zone	15.5	84.5	0.18:1

Table 45. Association of Size of Premises/No. of Staff with Incidence of Vandalism

	Vandalism		Odds of Victimisation
	% Victims	% Non-Victims	
Small Floor Area (<1000m²)	19.5	80.5	0.24:1
Up to 10 Employees	18.9	81.1	0.23:1
Over 10 Employees	26.4	73.6	0.36:1
Large Floor Area (>1000m²)	18.9	81.1	0.23:1
Up to 10 Employees	15.3	84.7	0.18:1
Over 10 Employees	34.9	65.1	0.54:1
Total Businesses	16.9	83.1	0.20:1
Up to 10 Employees	17.8	82.2	0.22:1
Over 10 Employees	31.0	69.0	0.45:1

Table 46. Association of Sector of Industry with Incidence of Motor Vehicle Theft

Company's Main Activity	Vehicle Thefts		Odds of Victimisation
	% Victims	% Non-Victims	
Retail Food	3.1	96.9	0.03:1
Also Other Activities	3.5	96.5	0.04:1
Retail Non-Food	6.1	93.9	0.06:1
Also Manufactures	0.4	99.6	0.00:1
Also Wholesales	14.0	86.0	0.16:1
Also Other Activities	4.5	95.5	0.05:1
Manufacture	5.1	94.9	0.05:1
Also Retailers	3.6	96.4	0.04:1
Also Wholesales	3.6	96.4	0.04:1
Also Other Activities	4.7	95.3	0.05:1
Primary Industry	2.3	97.7	0.02:1
Also Retailers	0.0	100.0	0.00:1
Also Wholesales	0.0	100.0	0.00:1
Also Other Activities	2.8	97.2	0.03:1
Tourism/Recreation	2.8	97.2	0.03:1
Also Retailers	0.9	99.1	0.01:1
Also Other Activities	3.3	96.7	0.03:1

Table 47. Association of Juvenile Problems with Incidence of Motor Vehicle Theft

	Vehicle Thefts		Odds of Victimisation
	% Victims	% Non-Victims	
Children Vandalising	23.2	76.8	0.30:1
Teenagers Hanging About	38.5	61.5	0.63:1
No Teenager Problem	3.7	96.3	0.04:1
No Children Vandalising	3.0	97.0	0.03:1
Teenagers Hanging About	5.2	94.8	0.05:1
No Teenager Problem	2.9	97.1	0.03:1
Total Businesses	3.9	96.1	0.04:1
Teenagers Hanging About	14.5	85.5	0.17:1
No Teenager Problem	2.9	97.1	0.03:1

Table 48. Association of Urban Location with Incidence of Motor Vehicle Theft

	Vehicle Thefts		Odds of Victimisation
	% Victims	% Non-Victims	
City/Town Centre	6.0	94.0	0.06:1
Special Business Zone	8.3	91.7	0.09:1
Not Special Business Zone	2.8	97.2	0.03:1
Suburban Location	4.0	96.0	0.04:1
Special Business Zone	5.2	94.8	0.05:1
Not Special Business Zone	2.7	97.3	0.03:1
Total Businesses	3.9	96.1	0.04:1
Special Business Zone	6.7	93.3	0.07:1
Not Special Business Zone	2.7	97.3	0.03:1

Table 49. Association of Size of Premises/No. of Staff with Motor Vehicle Theft

	Vehicle Thefts		Odds of Victimisation
	% Victims	% Non-Victims	
Small Floor Area (<1000m²)	5.1	94.9	0.05:1
Up to 10 Employees	5.0	95.0	0.05:1
Over 10 Employees	6.4	93.6	0.07:1
Large Floor Area (>1000m²)	2.4	97.6	0.02:1
Up to 10 Employees	0.0	100.0	0.00:1
Over 10 Employees	10.8	89.2	0.12:1
Total Businesses	3.9	96.1	0.04:1
Up to 10 Employees	3.4	96.6	0.04:1
Over 10 Employees	9.0	91.0	0.10:1

Table 50. Association of Sector of Industry with Incidence of Theft from Vehicles

Company's Main Activity	Thefts From Vehicle		Odds of Victimisation
	% Victims	% Non-Victims	
Retail Food	9.9	90.1	0.11:1
Also Other Activities	11.1	88.9	0.12:1
Retail Non-Food	10.4	89.6	0.12:1
Also Manufactures	9.4	90.6	0.10:1
Also Wholesales	34.0	66.0	0.52:1
Also Other Activities	7.4	92.6	0.08:1
Manufacture	11.3	88.7	0.13:1
Also Retails	14.5	85.5	0.17:1
Also Wholesales	9.7	90.3	0.11:1
Also Other Activities	12.3	87.7	0.14:1
Primary Industry	5.6	94.4	0.06:1
Also Retails	0.4	99.6	0.00:1
Also Wholesales	2.1	97.9	0.02:1
Also Other Activities	6.8	93.2	0.07:1
Tourism/Recreation	13.1	86.9	0.15:1
Also Retails	25.5	74.5	0.34:1
Also Other Activities	10.0	90.0	0.11:1

Table 51. Association of Juvenile Problems with Incidence of Theft from Vehicles

	Thefts from Vehicles		Odds of Victimisation
	% Victims	% Non-Victims	
Children Vandalising	22.4	77.6	0.29:1
Teenagers Hanging About	27.4	72.6	0.38:1
No Teenager Problem	16.2	83.8	0.19:1
No Children Vandalising	8.4	91.6	0.09:1
Teenagers Hanging About	22.2	77.8	0.29:1
No Teenager Problem	7.5	92.5	0.08:1
Total Businesses	9.0	91.0	0.10:1
Teenagers Hanging About	23.5	76.5	0.31:1
No Teenager Problem	7.7	92.3	0.08:1

Table 52. Association of Urban Location with Incidence of Theft from Vehicles

	Thefts from Vehicles		Odds of Victimisation
	% Victims	% Non-Victims	
City/Town Centre	12.3	87.7	0.14:1
Special Business Zone	14.8	85.2	0.17:1
Not Special Business Zone	8.8	91.2	0.10:1
Suburban Location	10.5	89.5	0.12:1
Special Business Zone	6.4	93.6	0.07:1
Not Special Business Zone	15.0	85.0	0.18:1
Total Businesses	9.0	91.0	0.10:1
Special Business Zone	10.6	89.4	0.12:1
Not Special Business Zone	12.3	87.7	0.14:1

Table 53. Association of Size of Premises/No. of Staff with Theft from Vehicles

	Thefts from Vehicles		Odds of Victimisation
	% Victims	% Non-Victims	
Small Floor Area (<1000m²)	9.0	91.0	0.10:1
Up to 10 Employees	7.7	92.3	0.08:1
Over 10 Employees	22.4	77.6	0.29:1
Large Floor Area (>1000m²)	8.6	91.4	0.09:1
Up to 10 Employees	6.3	93.7	0.07:1
Over 10 Employees	16.5	83.5	0.20:1
Total Businesses	9.0	91.0	0.10:1
Up to 10 Employees	7.3	92.7	0.08:1
Over 10 Employees	18.9	81.1	0.23:1

Table 54. Association of Sector of Industry with Incidence of Theft from Premises**

Company's Main Activity	Theft from Premises		Odds of Victimisation
	% Victims	% Non-Victims	
Retail Food	34.9	65.1	0.54:1
Also Other Activities	36.4	63.6	0.57:1
Retail Non-Food	43.4	56.6	0.77:1
Also Manufactures	14.8	85.2	0.17:1
Also Wholesales	42.9	57.1	0.75:1
Also Other Activities	48.9	51.1	0.96:1
Manufacture	22.1	77.9	0.28:1
Also Retails	25.7	74.3	0.35:1
Also Wholesales	22.0	78.0	0.28:1
Also Other Activities	22.6	77.4	0.29:1
Primary Industry	8.1	91.9	0.09:1
Also Retails	16.5	83.5	0.20:1
Also Wholesales	35.3	64.7	0.55:1
Also Other Activities	5.4	94.6	0.06:1
Tourism/Recreation	30.1	69.9	0.43:1
Also Retails	32.3	67.7	0.48:1
Also Other Activities	29.6	70.4	0.42:1

Table 55. Association of Juvenile Problems with Incidence of Theft from Premises**

	Thefts from Premises		Odds of Victimisation
	% Victims	% Non-Victims	
Children Vandalising	58.7	41.3	1.42:1
Teenagers Hanging About	64.3	35.7	1.80:1
No Teenager Problem	53.9	46.1	1.17:1
No Children Vandalising	24.1	75.9	0.32:1
Teenagers Hanging About	47.0	53.0	0.89:1
No Teenager Problem	22.1	77.9	0.28:1
Total Businesses	25.9	74.1	0.35:1
Teenagers Hanging About	51.1	48.9	1.04:1
No Teenager Problem	23.1	76.9	0.30:1

Table 56. Association of Urban Location with Incidence of Theft from Premises**

	Thefts from Premises		Odds of Victimisation
	% Victims	% Non-Victims	
City/Town Centre	35.5	64.5	0.55:1
Special Business Zone	42.5	57.5	0.74:1
Not Special Business Zone	24.9	75.1	0.33:1
Suburban Location	30.1	69.9	0.43:1
Special Business Zone	35.3	64.7	0.55:1
Not Special Business Zone	24.4	75.6	0.32:1
Total Businesses	25.9	74.1	0.35:1
Special Business Zone	39.0	61.0	0.64:1
Not Special Business Zone	24.6	75.4	0.33:1

Table 57. Association of Size of Premises/No. of Staff with Theft from Premises**

	Thefts from Premises		Odds of Victimisation
	% Victims	% Non-Victims	
Small Floor Area (<1000m²)	33.1	66.9	0.49:1
Up to 10 Employees	33.0	67.0	0.49:1
Over 10 Employees	34.8	65.2	0.53:1
Large Floor Area (>1000m²)	15.8	84.2	0.19:1
Up to 10 Employees	10.2	89.8	0.11:1
Over 10 Employees	40.5	59.5	0.68:1
Total Businesses	25.9	74.1	0.35:1
Up to 10 Employees	26.0	74.0	0.35:1
Over 10 Employees	37.9	62.1	0.61:1

** Theft from Premises includes thefts by customers, employees, others and unknown.

Table 58. Association of Sector of Industry with Incidence of Theft by Customers

Company's Main Activity	Thefts by Customers		Odds of Victimisation
	% Victims	% Non-Victims	
Retail Food	73.6	26.4	2.79:1
Also Other Activities	77.3	22.7	3.41:1
Retail Non-Food	85.3	14.7	5.80:1
Also Wholesales	96.1	3.9	24.64:1
Also Other Activities	86.6	13.4	6.46:1
Manufacture	51.9	48.1	1.08:1
Also Retails	45.6	54.4	0.84:1
Also Wholesales	36.9	63.1	0.58:1
Tourism/Recreation	80.0	20.0	4.00:1
Also Retails	92.0	8.0	11.50:1
Also Other Activities	52.6	47.4	1.11:1

Table 59. Association of Juvenile Problems with Incidence of Theft by Customers

	Thefts by Customers		Odds of Victimisation
	% Victims	% Non-Victims	
Children Vandalising	92.0	8.0	11.50:1
Teenagers Hanging About	93.8	6.2	15.13:1
No Teenager Problem	90.3	9.7	9.31:1
No Children Vandalising	74.6	25.4	2.94:1
Teenagers Hanging About	95.9	4.1	23.39:1
No Teenager Problem	70.0	30.0	2.33:1
Total Businesses	76.9	23.1	3.33:1
Teenagers Hanging About	95.3	4.7	20.28:1
No Teenager Problem	71.7	28.3	2.53:1

Table 60. Association of Urban Location with Incidence of Theft by Customers

	Thefts by Customers		Odds of Victimisation
	% Victims	% Non-Victims	
City/Town Centre	86.5	13.5	6.41:1
Special Business Zone	82.7	17.3	4.78:1
Not Special Business Zone	98.1	1.9	51.63:1
Suburban Location	74.9	25.1	2.98:1
Special Business Zone	74.5	25.5	2.92:1
Not Special Business Zone	75.6	24.4	3.10:1
Total Businesses	76.9	23.1	3.33:1
Special Business Zone	79.3	20.7	3.83:1
Not Special Business Zone	85.6	14.4	5.94:1

Table 61. Association of Size of Premises/No. of Staff with Theft by Customers

	Thefts by Customers		Odds of Victimisation
	% Victims	% Non-Victims	
Small Floor Area (<1000m²)	80.2	19.8	4.05:1
Up to 10 Employees	79.8	20.2	3.95:1
Over 10 Employees	85.2	14.8	5.76:1
Large Floor Area (>1000m²)	58.1	41.9	1.39:1
Over 10 Employees	45.7	54.3	0.84:1
Total Businesses	76.9	23.1	3.33:1
Up to 10 Employees	78.7	21.3	3.69:1
Over 10 Employees	63.8	36.2	1.76:1

Table 62. Association of Sector of Industry with Incidence of Theft by Employees

Company's Main Activity	Employee Theft		Odds of Victimisation
	% Victims	% Non-Victims	
Retail Food	34.6	65.4	0.53:1
Also Other Activities	30.9	69.1	0.45:1
Retail Non-Food	18.7	81.3	0.23:1
Also Wholesales	21.2	78.8	0.27:1
Also Other Activities	19.1	80.9	0.24:1
Manufacture	39.7	60.3	0.66:1
Also Retails	39.8	60.2	0.66:1
Also Wholesales	64.3	35.7	1.80:1
Also Other Activities	32.3	67.7	0.48:1
Primary Industry	24.2	75.8	0.32:1
Also Other Activities	41.4	58.6	0.71:1
Tourism/Recreation	20.4	79.6	0.26:1
Also Retails	17.5	82.5	0.21:1
Also Other Activities	20.0	80.0	0.25:1

Table 63. Association of Juvenile Problems with Incidence of Theft by Employees

	Employee Thefts		Odds of Victimisation
	% Victims	% Non-Victims	
Children Vandalising	28.7	71.3	0.40:1
Teenagers Hanging About	11.5	88.5	0.13:1
No Teenager Problem	41.0	59.0	0.69:1
No Children Vandalising	24.5	75.5	0.32:1
Teenagers Hanging About	14.1	85.9	0.16:1
No Teenager Problem	26.4	73.6	0.36:1
Total Businesses	24.9	75.1	0.33:1
Teenagers Hanging About	13.5	86.5	0.16:1
No Teenager Problem	27.5	72.5	0.38:1

Table 64. Association of Urban Location with Incidence of Theft by Employees

	Employee Thefts		Odds of Victimisation
	% Victims	% Non-Victims	
City/Town Centre	21.4	78.6	0.27:1
Special Business Zone	25.4	74.6	0.34:1
Not Special Business Zone	11.9	88.1	0.14:1
Suburban Location	26.8	73.2	0.37:1
Special Business Zone	27.1	72.9	0.37:1
Not Special Business Zone	26.3	73.7	0.36:1
Total Businesses	24.9	75.1	0.33:1
Special Business Zone	26.3	73.7	0.36:1
Not Special Business Zone	19.3	80.7	0.24:1

Table 65. Association of Size of Premises/No. of Staff with Theft by Employees

	Employee Thefts		Odds of Victimisation
	% Victims	% Non-Victims	
Small Floor Area (<1000m²)	22.3	77.7	0.29:1
Up to 10 Employees	20.8	79.2	0.26:1
Over 10 Employees	35.2	64.8	0.54:1
Large Floor Area (>1000m²)	35.1	64.9	0.54:1
Over 10 Employees	47.5	52.5	0.90:1
Total Businesses	24.9	75.1	0.33:1
Up to 10 Employees	21.3	78.7	0.27:1
Over 10 Employees	42.2	57.8	0.73:1

Table 66. Association of Sector of Industry with Incidence of Other Theft

Company's Main Activity	Other Thefts		Odds of Victimisation
	% Victims	% Non-Victims	
Retail Food	13.6	86.4	0.16:1
Also Other Activities	14.2	85.8	0.17:1
Retail Non-Food	16.9	83.1	0.20:1
Also Wholesales	46.1	53.9	0.86:1
Also Other Activities	12.6	87.4	0.14:1
Manufacture	31.0	69.0	0.45:1
Also Retails	26.2	73.8	0.36:1
Also Wholesales	19.8	80.2	0.25:1
Also Other Activities	39.4	60.6	0.65:1
Primary Industry	52.5	47.5	1.11:1
Also Other Activities	56.3	43.7	1.29:1
Tourism/Recreation	31.2	68.8	0.45:1
Also Retails	11.4	88.6	0.13:1
Also Other Activities	40.0	60.0	0.67:1

Table 67. Association of Juvenile Problems with Incidence of Other Theft

	Other Thefts		Odds of Victimisation
	% Victims	% Non-Victims	
Children Vandalising	21.3	78.7	0.27:1
Teenagers Hanging About	1.0	99.0	0.01:1
No Teenager Problem	38.5	61.5	0.63:1
No Children Vandalising	24.7	75.3	0.33:1
Teenagers Hanging About	14.3	85.7	0.17:1
No Teenager Problem	26.5	73.5	0.36:1
Total Businesses	24.3	75.7	0.32:1
Teenagers Hanging About	10.6	89.4	0.12:1
No Teenager Problem	27.4	72.6	0.38:1

Table 68. Association of Urban Location with Incidence of Other Theft

	Other Thefts		Odds of Victimisation
	% Victims	% Non-Victims	
City/Town Centre	21.7	78.3	0.28:1
Special Business Zone	21.7	78.3	0.28:1
Not Special Business Zone	21.9	78.1	0.28:1
Suburban Location	20.0	80.0	0.25:1
Special Business Zone	21.1	78.9	0.27:1
Not Special Business Zone	18.0	82.0	0.22:1
Total Businesses	24.3	75.7	0.32:1
Special Business Zone	21.4	78.6	0.27:1
Not Special Business Zone	19.8	80.2	0.25:1

Table 69. Association of Size of Premises/No. of Staff with Other Theft

	Other Thefts		Odds of Victimisation
	% Victims	% Non-Victims	
Small Floor Area (<1000m²)	22.5	77.5	0.29:1
Up to 10 Employees	22.4	77.6	0.29:1
Over 10 Employees	23.8	76.2	0.31:1
Large Floor Area (>1000m²)	18.3	81.7	0.22:1
Over 10 Employees	28.5	71.5	0.40:1
Total Businesses	24.3	75.7	0.32:1
Up to 10 Employees	20.8	79.2	0.26:1
Over 10 Employees	26.5	73.5	0.36:1

Table 70. Association of Sector of Industry with Incidence of Fraud by Employees

Company's Main Activity	Employee Fraud		Odds of Victimisation
	% Victims	% Non-Victims	
Retail Food	5.2	94.8	0.05:1
Also Other Activities	5.4	94.6	0.06:1
Retail Non-Food	0.5	99.5	0.01:1
Also Manufactures	0.0	100.0	0.00:1
Also Wholesales	0.3	99.7	0.00:1
Also Other Activities	0.7	99.3	0.01:1
Manufacture	5.0	95.0	0.05:1
Also Retails	6.3	93.7	0.07:1
Also Wholesales	5.9	94.1	0.06:1
Also Other Activities	6.2	93.8	0.07:1
Primary Industry	2.3	97.7	0.02:1
Also Retails	0.5	99.5	0.01:1
Also Wholesales	0.0	100.0	0.00:1
Also Other Activities	2.8	97.2	0.03:1
Tourism/Recreation	5.4	94.6	0.06:1
Also Retails	13.1	86.9	0.15:1
Also Other Activities	2.5	97.5	0.03:1

Table 71. Association of Juvenile Problems with Incidence of Fraud by Employees

	Employee Fraud		Odds of Victimisation
	% Victims	% Non-Victims	
Children Vandalising	8.2	91.8	0.09:1
Teenagers Hanging About	12.2	87.8	0.14:1
No Teenager Problem	4.8	95.2	0.05:1
No Children Vandalising	2.8	97.2	0.03:1
Teenagers Hanging About	4.5	95.5	0.05:1
No Teenager Problem	2.7	97.3	0.03:1
Total Businesses	3.1	96.9	0.03:1
Teenagers Hanging About	6.4	93.6	0.07:1
No Teenager Problem	2.7	97.3	0.03:1

Table 72. Association of Urban Location with Incidence of Fraud by Employees

	Employee Fraud		Odds of Victimisation
	% Victims	% Non-Victims	
City/Town Centre	2.2	97.8	0.02:1
Special Business Zone	2.6	97.4	0.03:1
Not Special Business Zone	1.8	98.2	0.02:1
Suburban Location	3.5	96.5	0.04:1
Special Business Zone	2.5	97.5	0.03:1
Not Special Business Zone	4.8	95.2	0.05:1
Total Businesses	3.1	96.9	0.03:1
Special Business Zone	2.5	97.5	0.03:1
Not Special Business Zone	3.4	96.6	0.04:1

Table 73. Association of Size of Premises/No. of Staff with Fraud by Employees

	Employee Fraud		Odds of Victimisation
	% Victims	% Non-Victims	
Small Floor Area (<1000m²)	2.4	97.6	0.02:1
Up to 10 Employees	1.9	98.1	0.02:1
Over 10 Employees	6.9	93.1	0.07:1
Large Floor Area (>1000m²)	2.6	97.4	0.03:1
Up to 10 Employees	0.9	99.1	0.01:1
Over 10 Employees	8.8	91.2	0.10:1
Total Businesses	3.1	96.9	0.03:1
Up to 10 Employees	1.6	98.4	0.02:1
Over 10 Employees	8.0	92.0	0.09:1

Table 74. Association of Sector of Industry with Incidence of Other Fraud

Company's Main Activity	Other Fraud		Odds of Victimisation
	% Victims	% Non-Victims	
Retail Food	17.4	82.6	0.21:1
Also Other Activities	17.3	82.7	0.21:1
Retail Non-Food	27.4	72.6	0.38:1
Also Manufactures	38.0	62.0	0.61:1
Also Wholesales	24.4	75.6	0.32:1
Also Other Activities	28.0	72.0	0.39:1
Manufacture	16.2	83.8	0.19:1
Also Retails	28.4	71.6	0.40:1
Also Wholesales	13.9	86.1	0.16:1
Also Other Activities	13.1	86.9	0.15:1
Primary Industry	4.3	95.7	0.04:1
Also Retails	14.9	85.1	0.18:1
Also Wholesales	0.8	99.2	0.01:1
Also Other Activities	3.2	96.8	0.03:1
Tourism/Recreation	27.0	73.0	0.37:1
Also Retails	46.9	53.1	0.88:1
Also Other Activities	19.3	80.7	0.24:1

Table 75. Association of Juvenile Problems with Incidence of Other Fraud

	Other Fraud		Odds of Victimisation
	% Victims	% Non-Victims	
Children Vandalising	20.9	79.1	0.26:1
Teenagers Hanging About	21.2	78.8	0.27:1
No Teenager Problem	20.6	79.4	0.26:1
No Children Vandalising	17.0	83.0	0.20:1
Teenagers Hanging About	30.2	69.8	0.43:1
No Teenager Problem	15.8	84.2	0.19:1
Total Businesses	17.2	82.8	0.21:1
Teenagers Hanging About	27.9	72.1	0.39:1
No Teenager Problem	16.0	84.0	0.19:1

Table 76. Association of Urban Location with Incidence of Other Fraud

	Other Fraud		Odds of Victimisation
	% Victims	% Non-Victims	
City/Town Centre	22.9	77.1	0.30:1
Special Business Zone	28.5	71.5	0.40:1
Not Special Business Zone	14.3	85.7	0.17:1
Suburban Location	19.6	80.4	0.24:1
Special Business Zone	18.4	81.6	0.23:1
Not Special Business Zone	21.0	79.0	0.27:1
Total Businesses	17.2	82.8	0.21:1
Special Business Zone	23.5	76.5	0.31:1
Not Special Business Zone	18.2	81.8	0.22:1

Table 77. Association of Size of Premises/No. of Staff with Other Fraud

	Other Fraud		Odds of Victimisation
	% Victims	% Non-Victims	
Small Floor Area (<1000m²)	20.5	79.5	0.26:1
Up to 10 Employees	20.2	79.8	0.25:1
Over 10 Employees	24.1	75.9	0.32:1
Large Floor Area (>1000m²)	13.9	86.1	0.16:1
Up to 10 Employees	12.2	87.8	0.14:1
Over 10 Employees	21.4	78.6	0.27:1
Total Businesses	17.2	82.8	0.21:1
Up to 10 Employees	17.7	82.3	0.22:1
Over 10 Employees	22.6	77.4	0.29:1

Table 78. Association of Sector of Industry with Incidence of Robbery

Company's Main Activity	Robberies		Odds of Victimisation
	% Victims	% Non-Victims	
Retail Food	3.9	96.1	0.04:1
Also Other Activities	4.4	95.6	0.05:1
Retail Non-Food	1.5	98.5	0.02:1
Also Manufactures	0.0	100.0	0.00:1
Also Wholesales	0.0	100.0	0.00:1
Also Other Activities	2.2	97.8	0.02:1
Manufacture	1.8	98.2	0.02:1
Also Retails	1.2	98.8	0.01:1
Also Wholesales	1.3	98.7	0.01:1
Also Other Activities	0.8	99.2	0.01:1
Primary Industry	0.1	99.9	0.00:1
Also Retails	0.0	100.0	0.00:1
Also Wholesales	0.0	100.0	0.00:1
Also Other Activities	0.1	99.9	0.00:1
Tourism/Recreation	3.0	97.0	0.03:1
Also Retails	3.7	96.3	0.04:1
Also Other Activities	2.8	97.2	0.03:1

Table 79. Association of Juvenile Problems with Incidence of Robbery

	Robberies		Odds of Victimisation
	% Victims	% Non-Victims	
Children Vandalising	9.5	90.5	0.10:1
Teenagers Hanging About	10.6	89.4	0.12:1
No Teenager Problem	8.5	91.5	0.09:1
No Children Vandalising	1.1	98.9	0.01:1
Teenagers Hanging About	4.0	96.0	0.04:1
No Teenager Problem	.9	99.1	0.01:1
Total Businesses	1.6	98.4	0.02:1
Teenagers Hanging About	5.6	94.4	0.06:1
No Teenager Problem	1.1	98.9	0.01:1

Table 80. Association of Urban Location with Incidence of Robbery

	Robberies		Odds of Victimisation
	% Victims	% Non-Victims	
City/Town Centre	2.5	97.5	0.03:1
Special Business Zone	1.9	98.1	0.02:1
Not Special Business Zone	3.6	96.4	0.04:1
Suburban Location	1.7	98.3	0.02:1
Special Business Zone	1.9	98.1	0.02:1
Not Special Business Zone	1.5	98.5	0.02:1
Total Businesses	1.6	98.4	0.02:1
Special Business Zone	1.9	98.1	0.02:1
Not Special Business Zone	2.4	97.6	0.02:1

Table 81. Association of Size of Premises/No. of Staff with Robbery

	Robberies		Odds of Victimisation
	% Victims	% Non-Victims	
Small Floor Area (<1000m²)	1.1	98.9	0.01:1
Up to 10 Employees	1.0	99.0	0.01:1
Over 10 Employees	2.8	97.2	0.03:1
Large Floor Area (>1000m²)	2.1	97.9	0.02:1
Up to 10 Employees	2.2	97.8	0.02:1
Over 10 Employees	1.6	98.4	0.02:1
Total Businesses	1.6	98.4	0.02:1
Up to 10 Employees	1.4	98.6	0.01:1
Over 10 Employees	2.2	97.8	0.02:1

Table 82. Association of Sector of Industry with Incidence of Assault on Employees

Company's Main Activity	Employees Assaulted		Odds of Victimisation
	% Victims	% Non-Victims	
Retail Food	17.3	82.7	0.21:1
Also Other Activities	17.6	82.4	0.21:1
Retail Non-Food	12.2	87.8	0.14:1
Also Manufactures	13.3	86.7	0.15:1
Also Wholesales	20.5	79.5	0.26:1
Also Other Activities	13.1	86.9	0.15:1
Manufacture	5.9	94.1	0.06:1
Also Retails	15.0	85.0	0.18:1
Also Wholesales	4.4	95.6	0.05:1
Also Other Activities	2.5	97.5	0.03:1
Primary Industry	3.6	96.4	0.04:1
Also Retails	0.5	99.5	0.01:1
Also Wholesales	1.0	99.0	0.01:1
Also Other Activities	3.2	96.8	0.03:1
Tourism/Recreation	16.6	83.4	0.20:1
Also Retails	31.6	68.4	0.46:1
Also Other Activities	11.6	88.4	0.13:1

Table 83. Association of Juvenile Problems with Incidence of Assault on Employees

	Employees Assaulted		Odds of Victimisation
	% Victims	% Non-Victims	
Children Vandalising	20.8	79.2	0.26:1
Teenagers Hanging About	27.3	72.7	0.38:1
No Teenager Problem	15.2	84.8	0.18:1
No Children Vandalising	9.0	91.0	0.10:1
Teenagers Hanging About	14.7	85.3	0.17:1
No Teenager Problem	8.6	91.4	0.09:1
Total Businesses	9.7	90.3	0.11:1
Teenagers Hanging About	17.7	82.3	0.22:1
No Teenager Problem	8.8	91.2	0.10:1

Table 84. Association of Urban Location with Incidence of Assault on Employees

	Employees Assaulted		Odds of Victimisation
	% Victims	% Non-Victims	
City/Town Centre	15.8	84.2	0.19:1
Special Business Zone	15.5	84.5	0.18:1
Not Special Business Zone	16.2	83.8	0.19:1
Suburban Location	9.8	90.2	0.11:1
Special Business Zone	11.8	88.2	0.13:1
Not Special Business Zone	7.7	92.3	0.08:1
Total Businesses	9.7	90.3	0.11:1
Special Business Zone	13.7	86.3	0.16:1
Not Special Business Zone	11.2	88.8	0.13:1

Table 85. Association of Size of Premises/No. of Staff with Assault on Employees

	Employees Assaulted		Odds of Victimisation
	% Victims	% Non-Victims	
Small Floor Area (<1000m²)	12.0	88.0	0.14:1
Up to 10 Employees	11.4	88.6	0.13:1
Over 10 Employees	19.6	80.4	0.24:1
Large Floor Area (>1000m²)	6.0	94.0	0.06:1
Up to 10 Employees	3.6	96.4	0.04:1
Over 10 Employees	16.3	83.7	0.19:1
Total Businesses	9.7	90.3	0.11:1
Up to 10 Employees	9.0	91.0	0.10:1
Over 10 Employees	17.8	82.2	0.22:1

Table 86. Association of Sector of Industry with Incidence of Bribery/Extortion

Company's Main Activity	Bribery/Extortion		Odds of Victimisation
	% Victims	% Non-Victims	
Retail Food	1.4	98.6	0.01:1
Also Other Activities	1.4	98.6	0.01:1
Retail Non-Food	0.9	99.1	0.01:1
Also Manufactures	0.0	100.0	0.00:1
Also Wholesales	6.6	93.4	0.07:1
Also Other Activities	0.0	100.0	0.00:1
Manufacture	0.9	99.1	0.01:1
Also Retails	0.0	100.0	0.00:1
Also Wholesales	0.0	100.0	0.00:1
Also Other Activities	1.6	98.4	0.02:1
Primary Industry	0.0	100.0	0.00:1
Also Retails	0.0	100.0	0.00:1
Also Wholesales	0.0	100.0	0.00:1
Also Other Activities	0.1	99.9	0.00:1
Tourism/Recreation	0.1	99.9	0.00:1
Also Retails	0.0	100.0	0.00:1
Also Other Activities	0.1	99.9	0.00:1

Table 87. Association of Juvenile Problems with Incidence of Bribery/Extortion

	Bribery/Extortion		Odds of Victimisation
	% Victims	% Non-Victims	
Children Vandalising	2.4	97.6	0.02:1
Teenagers Hanging About	5.3	94.7	0.06:1
No Teenager Problem	.0	100.0	0.00:1
No Children Vandalising	.5	99.5	0.01:1
Teenagers Hanging About	.2	99.8	0.00:1
No Teenager Problem	.5	99.5	0.01:1
Total Businesses	.6	99.4	0.01:1
Teenagers Hanging About	1.4	98.6	0.01:1
No Teenager Problem	.5	99.5	0.01:1

Table 88. Association of Urban Location with Incidence of Bribery/Extortion

	Bribery/Extortion		Odds of Victimisation
	% Victims	% Non-Victims	
City/Town Centre	.7	99.3	0.01:1
Special Business Zone	1.0	99.0	0.01:1
Not Special Business Zone	.2	99.8	0.00:1
Suburban Location	.6	99.4	0.01:1
Special Business Zone	.4	99.6	0.00:1
Not Special Business Zone	.9	99.1	0.01:1
Total Businesses	.6	99.4	0.01:1
Special Business Zone	.7	99.3	0.01:1
Not Special Business Zone	.6	99.4	0.01:1

Table 89. Association of Size of Premises/No. of Staff with Bribery/Extortion

	Bribery/Extortion		Odds of Victimisation
	% Victims	% Non-Victims	
Small Floor Area (<1000m²)	0.5	99.5	0.01:1
Up to 10 Employees	0.4	99.6	0.00:1
Over 10 Employees	1.5	98.5	0.02:1
Large Floor Area (>1000m²)	0.2	99.8	0.00:1
Up to 10 Employees	0.0	100.0	0.00:1
Over 10 Employees	1.3	98.7	0.01:1
Total Businesses	.6	99.4	0.01:1
Up to 10 Employees	0.3	99.7	0.00:1
Over 10 Employees	1.4	98.6	0.01:1

Crime Prevention Issues and Costs

Chapter 4

Crime Prevention Issues and Costs

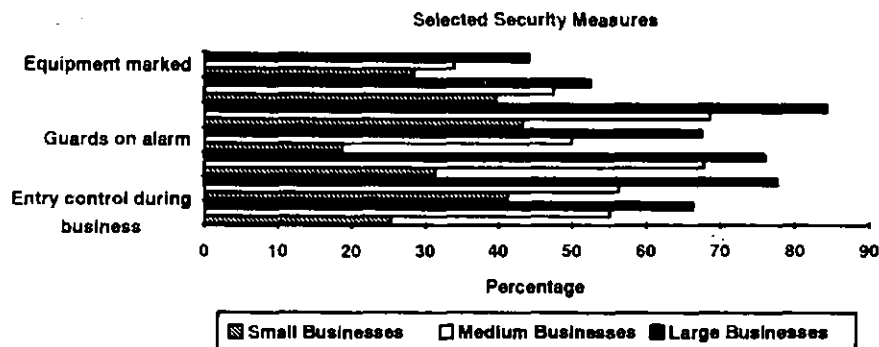
In this section, the data from the 966 respondents are again factored up to represent the responses we would have obtained if we had been able to obtain responses from every business manager in these five broad sectors of industry across Australia. The Survey asked a number of questions about crime prevention methods, and they included direct questions about the use of seven specific security measures: Systems of entry control during business hours (e.g. gatekeepers or receptionists), caretakers or security patrols on the premises after business hours, the installation of burglar alarm systems, systems where security guards go to the premises if alarms go off, special security lighting, special window protection (e.g. shatterproof glass, bars gratings, window locks), and identification number marking on valuable equipment. A question was also asked about the annual maintenance and running costs of such systems.

Other questions related to sources of advice and help regarding crime and crime prevention, such as the police, the local authorities, business crime prevention cooperatives (e.g. Business Watch), insurance companies, recognised security firms or specialist security officers employed by the business.

The first feature to emerge from Table 90 is the extent to which the use of the various security measures varied by industry sector and business size (See also Figure 15). Large businesses are much more likely than smaller ones to use every type of security measure. The strength of the relationship with business size varies from sector to sector, and differs between different security measures. Primary industry businesses were much less likely than others to use crime prevention measures, with the exception of equipment identification numbers. Special lighting was the most commonly employed measure overall, used by almost half of all businesses (but five-sixths of the bigger businesses), followed by after-hours security and window protection. Attendance by guards reacting to alarms was used by two-thirds of big businesses but was the least used of all the measures amongst the small businesses.

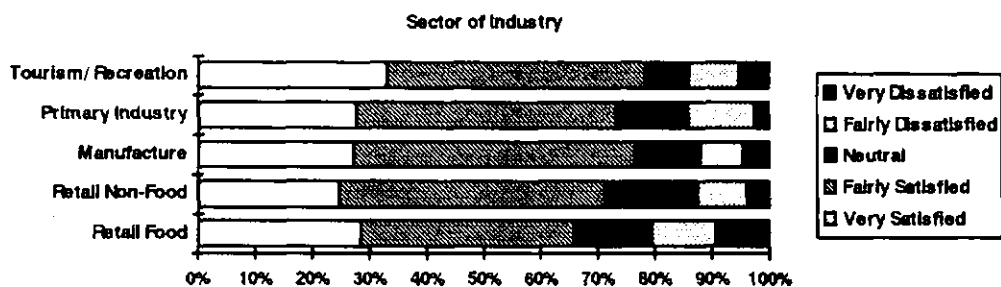
Costs also varied widely, with small businesses spending very little on security measures - under \$1000 per annum on average according to Table 91, with over half actually allocating nothing at all to security during the year. Large businesses by contrast averaged over \$70,000 per annum, with half of the premises spending over \$8000 in the year. The overall average amount spent on security each year was around \$2000 per business premises.

Figure 15. Percentages of businesses employing selected security measures, by size of business
 [Small = 10 or fewer employees; Medium = 11-99 for manufacturing, 11-49 for other sectors; Large = > 99 or > 49]



Only one in six businesses had contacted the police about crime or crime prevention (other than to report a crime); the larger businesses were more likely to have done so than the smaller ones. In general, however, there was satisfaction with the way that police dealt with local crime problems, with over a quarter of respondents "very satisfied" and over 40 per cent "fairly satisfied". Fewer than one in seven were dissatisfied. No clear patterns of difference emerged in terms of sector of industry or size of business (See also Figure 16).

Figure 16. Satisfaction with Police dealing with Local Crime against Businesses, by Sector of Industry.

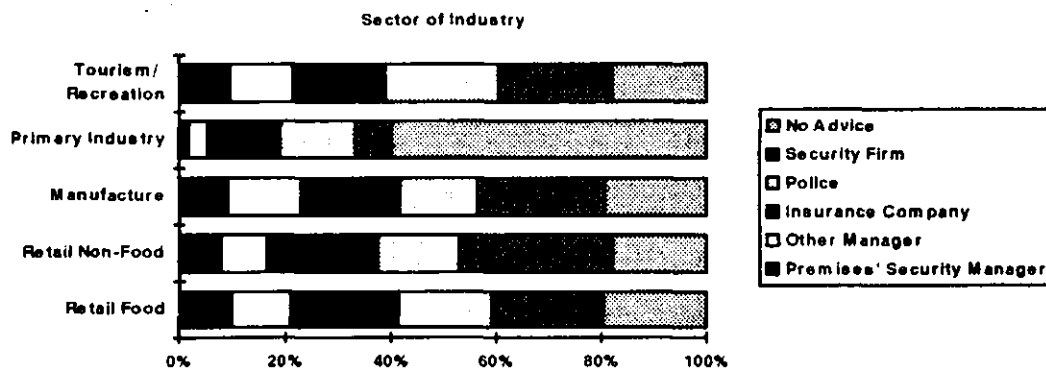


Only one in twenty businesses had contacted the local authorities about crime or crime prevention during the year; again the larger businesses were more likely to have done so. One in four businesses had participated in some form of business community crime prevention effort (such as Business Watch), with primary industry and retailing businesses most likely to do so. More than two-thirds of businesses said that although they had contacts with the community crime prevention effort they had not participated. Very few said that such a thing did not exist in their business community.

By contrast, there was considerable variation in the sources of advice about crime prevention and security. Recognised security firms, the insurance industry and the police were the most prominent, although the larger businesses also sought in-house advice from security officers and others. Almost half of

the smaller businesses and two-thirds of the primary industry businesses had not sought any advice in this area during the year.

Figure 17. Sources of Advice about Security Matters, by Sector of Industry.



Tables 97 to 111 explore the associations of crime prevention measures with the perceptions and incidence of crime, in terms of percentages and odds of victimisation. It is important not to mis-interpret them. They measure the perception or incidence of crime at a given place (the business premises) during a given time (1992) and relate these factors solely to the use or non-use of certain crime prevention measures - other risk factors are not taken into account. So, when one reads, as in Table 99, that businesses which have burglar alarms in use are **more** likely to have been burgled than those which do not, it does not necessarily mean that the use of burglar alarms is counter-productive. The converse is likely to be true - that businesses more at risk of burglary are more likely to install burglar alarms. So reading these Tables from that perspective provides us information as to what businesses which perceive a serious crime problem, or those which have been the victim of a certain type of crime, are most likely to do about it.

In this light, we can see from the "odds" column of Table 97 that the most significant reaction to the perception of a serious crime problem is the use of security services who attend when alarms go off (odds of 0.69:1). The second most significant reaction is the installation of burglar alarms themselves (odds of .53:1). The least likely reaction to the perception of a serious crime problem is, not surprisingly, "None of these" - i.e. to do nothing (odds of .15:1).

The offence-specific tables show a wide range of associations between the different security measures. Some offences are not strongly associated with any of these measures, as shown by tables with little variation in the odds of victimisation. Motor vehicle thefts, thefts by employees and bribery/extortion are, not surprisingly, unaffected by these particular measures. Other offence types, however, appear to be associated with a range of different measures, presumably depending on the other circumstances, such as the nature of the business. More complex analysis is necessary to tease out these more sophisticated results.

Table 90. Security Measures Taken - Percentages by Sector/Size of Business

Security Measures	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Entry Control, Business Hours	%	%	%	%	%	%
Small Business	23.4	32.3	30.6	6.0	59.3	25.3
Medium Business	41.4	50.0	61.9	38.3	58.6	55.1
Large Business	41.2	62.1	73.9	52.2	71.4	66.4
Total	25.2	34.2	40.0	6.9	59.4	29.2
Security After Business Hours						
Small Business	49.4	47.6	37.8	25.6	66.7	41.2
Medium Business	48.6	53.7	53.6	40.4	68.6	56.3
Large Business	67.6	62.1	91.3	69.6	75.0	77.7
Total	49.5	48.3	43.5	26.2	67.3	43.4
Burglar Alarms						
Small Business	37.7	54.8	34.7	8.5	35.8	31.4
Medium Business	67.1	77.8	69.0	36.2	65.7	67.8
Large Business	85.3	82.8	78.3	43.5	78.6	76.1
Total	40.8	57.2	44.9	9.3	42.9	36.0
Attendance by Guards on Alarm						
Small Business	27.3	36.3	16.3	2.6	21.0	18.7
Medium Business	42.9	63.0	52.4	19.1	45.7	50.0
Large Business	70.6	82.8	73.9	39.1	60.7	67.6
Total	29.1	39.2	27.4	3.1	27.0	22.9
Special Lighting etc						
Small Business	41.6	62.1	54.1	19.7	59.3	43.3
Medium Business	70.0	64.8	65.5	46.8	81.4	68.7
Large Business	94.1	93.1	91.3	65.2	75.0	84.4
Total	44.6	62.6	58.2	20.5	64.1	46.7
Window Protection						
Small Business	45.5	59.7	58.2	14.5	44.4	39.8
Medium Business	45.7	48.1	46.4	44.7	50.0	47.6
Large Business	58.8	65.5	52.2	26.1	53.6	52.6
Total	45.6	58.6	55.0	15.3	45.8	40.8
Equipment I.D. Numbers						
Small Business	24.7	28.2	26.5	30.8	28.4	28.6
Medium Business	40.0	29.6	32.1	21.3	41.4	34.0
Large Business	38.2	37.9	56.5	39.1	35.7	44.2
Total	26.2	28.4	28.9	30.6	31.2	29.4
None of These						
Small Business	13.0	5.6	5.1	38.5	7.4	18.3
Medium Business	2.9	.0	3.6	21.3	.0	2.9
Large Business	.0	.0	.0	4.3	.0	.4
Total	12.0	5.1	4.5	37.9	5.7	16.4
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Table 91. Annual Maintenance & Running Costs of Security Systems
Percentages by Sector/Size of Business

Security Costs	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business	%	%	%	%	%	%
Nil	40.5	36.8	44.4	78.6	34.6	52.8
Up to \$500	11.4	12.0	14.1	8.5	13.6	11.2
\$501-\$1000	11.4	14.4	18.2	4.3	9.9	10.4
\$1001-\$2500	13.9	12.8	9.1	.9	13.6	8.3
\$2501-\$5000	7.6	4.8	4.0	.9	8.6	4.1
\$5001-\$10000	2.5	3.2	2.0	.9	3.7	2.2
\$10001-\$50000	1.3	.8	.0	.0	2.5	.7
Don't Know/Not Stated	11.4	15.2	8.1	6.0	13.6	10.4
Mean (\$)	961	914	658	163	1563	706
Median (\$)	0	0	0	0	100	0
Medium Business						
Nil	18.6	9.1	10.7	53.2	17.1	15.5
Up to \$500	8.6	3.6	13.1	12.8	10.0	9.7
\$501-\$1000	8.6	14.5	11.9	2.1	14.3	12.2
\$1001-\$2500	15.7	25.5	15.5	14.9	12.9	17.0
\$2501-\$5000	15.7	18.2	15.5	6.4	18.6	16.3
\$5001-\$10000	4.3	10.9	10.7	4.3	8.6	9.2
\$10001-\$50000	2.9	7.3	10.7	4.3	10.0	8.7
\$50001-\$100000	.0	.0	.0	2.1	1.4	.5
More than \$100000	1.4	.0	.0	.0	.0	.1
Don't Know/Not Stated	24.3	10.9	11.9	.0	7.1	10.6
Mean (\$)	5030	3606	4150	2952	5022	4250
Median (\$)	500	2000	1200	0	1500	1200
Large Business						
Nil	14.3	10.0	8.7	21.7	.0	8.2
Up to \$500	2.9	.0	.0	4.3	7.1	2.8
\$501-\$1000	2.9	.0	.0	8.7	.0	1.1
\$1001-\$2500	11.4	3.3	4.3	8.7	7.1	6.0
\$2501-\$5000	17.1	16.7	4.3	4.3	17.9	11.4
\$5001-\$10000	5.7	20.0	8.7	13.0	21.4	14.4
\$10001-\$50000	22.9	16.7	17.4	17.4	28.6	21.0
\$50001-\$100000	.0	10.0	13.0	8.7	7.1	9.3
More than \$100000	2.9	6.7	26.1	8.7	3.6	12.7
Don't Know/Not Stated	20.0	16.7	17.4	4.3	7.1	13.2
Mean (\$)	22892	62816	69954	23113	104362	70020
Median (\$)	2500	6500	12000	5000	6000	8000
Total						
Nil	38.3	34.0	34.7	77.8	30.2	48.0
Up to \$500	11.1	11.1	13.4	8.6	12.7	10.9
\$501-\$1000	11.1	14.3	16.0	4.2	10.5	10.4
\$1001-\$2500	14.0	13.9	10.6	1.2	13.3	9.2
\$2501-\$5000	8.4	6.2	7.0	1.0	10.9	5.6
\$5001-\$10000	2.7	4.1	4.4	1.0	5.1	3.2
\$10001-\$50000	1.6	1.5	3.3	.2	4.7	1.9
\$50001-\$100000	.0	.1	.4	.1	.5	.2
More than \$100000	.2	.1	.8	.0	.1	.2
Don't Know/Not Stated	12.6	14.8	9.3	5.8	12.1	10.5
Mean (\$)	1551	1677	3741	328	4981	2047
Median (\$)	0	50	200	0	500	0
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Table 92. Contacts with Police about Crime or Crime Prevention - Percentages by Sector/Size of Business

	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Contact with Police	%	%	%	%	%	%
Yes, Contact during 1992						
Small Business	22.8	19.2	13.1	9.4	18.5	15.2
Medium Business	18.6	23.6	15.5	10.6	41.4	24.2
Large Business	22.9	33.3	21.7	26.1	42.9	30.3
Total	22.4	19.7	14.0	9.5	23.7	16.4
No Contact during 1992						
Small Business	75.9	80.0	84.8	88.0	81.5	83.2
Medium Business	80.0	74.5	83.3	85.1	57.1	74.2
Large Business	77.1	63.3	78.3	73.9	57.1	69.2
Total	76.3	79.3	84.3	87.9	76.0	82.0
Don't Know	1.3	.9	1.7	2.6	.3	1.5
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Table 93. Satisfaction with Local Police dealing with Crime Problems - Percentages by Sector/Size of Business

	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Satisfaction with Police	%	%	%	%	%	%
Very Satisfied						
Small Business	26.6	24.8	29.3	26.5	28.4	26.6
Medium Business	27.1	7.3	19.0	25.5	44.3	24.2
Large Business	14.3	26.7	26.1	34.8	28.6	26.8
Total	26.5	23.2	26.6	26.5	31.6	26.4
Fairly Satisfied						
Small Business	34.2	43.2	46.5	43.6	45.7	43.1
Medium Business	40.0	47.3	52.4	46.8	32.9	44.6
Large Business	42.9	53.3	56.5	34.8	64.3	54.9
Total	34.8	43.7	48.3	43.6	43.6	43.4
Neutral						
Small Business	12.7	14.4	10.1	12.0	6.2	11.7
Medium Business	12.9	23.6	14.3	10.6	11.4	15.3
Large Business	8.6	3.3	4.3	17.4	7.1	6.7
Total	12.6	15.2	11.0	12.0	7.2	12.0
Fairly Dissatisfied						
Small Business	10.1	8.0	8.1	11.1	9.9	9.6
Medium Business	12.9	9.1	4.8	10.6	4.3	6.7
Large Business	20.0	6.7	13.0	8.7	.0	8.4
Total	10.5	8.1	7.4	11.1	8.5	9.3
Very Dissatisfied						
Small Business	8.9	3.2	4.0	2.6	4.9	3.9
Medium Business	5.7	7.3	6.0	.0	5.7	5.8
Large Business	11.4	3.3	.0	4.3	.0	2.0
Total	8.6	3.6	4.4	2.5	5.0	4.1
Don't Know						
Small Business	7.6	6.4	2.0	4.3	4.9	5.0
Medium Business	1.4	5.5	3.6	6.4	1.4	3.4
Large Business	2.9	6.7	.0	.0	.0	1.3
Total	7.0	6.3	2.4	4.3	4.1	4.8
Total Number of Businesses	32463	83040	47990	98597	46039	308129

**Table 94. Contacts with Local Council about Crime or Crime Prevention
Percentages by Sector/Size of Businesses**

Contact with Local Council	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Yes, Contact during 1992	%	%	%	%	%	%
Small Business	6.3	4.8	2.0	4.3	8.6	4.9
Medium Business	5.7	3.6	3.6	2.1	12.9	6.1
Large Business	5.7	.0	13.0	.0	35.7	15.6
Total	6.3	4.7	2.8	4.2	10.2	5.2
No Contact during 1992						
Small Business	93.7	94.4	96.0	94.9	91.4	94.3
Medium Business	92.9	94.5	95.2	95.7	85.7	92.4
Large Business	94.3	96.7	87.0	100.0	64.3	83.9
Total	93.6	94.4	95.5	94.9	89.5	93.9
Don't Know	.1	.9	1.7	.9	.3	.9
Total Number of Businesses	32463	83040	47990	98597	46039	308129

**Table 95. Contacts with Local Business Community Crime Prevention Activity
Percentages by Sector/Size of Businesses**

Cooperative Crime Prevention	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Have Participated in Community effort %	%	%	%	%	%	%
Small Business	26.6	17.6	10.1	33.3	8.6	22.0
Medium Business	14.3	7.3	6.0	21.3	17.1	10.9
Large Business	28.6	16.7	4.3	13.0	17.9	13.2
Total	25.6	16.6	8.9	33.0	10.6	20.7
Contacts, but Not Participated						
Small Business	65.8	70.4	80.8	58.1	76.5	67.7
Medium Business	75.7	92.7	83.3	74.5	75.7	82.2
Large Business	65.7	73.3	91.3	82.6	64.3	77.5
Total	66.7	72.5	81.8	58.6	76.1	69.4
No local Business Community Crime Prevention effort						
Small Business	5.1	4.0	3.0	1.7	6.2	3.5
Medium Business	5.7	.0	7.1	2.1	4.3	4.3
Large Business	5.7	6.7	4.3	.0	10.7	6.2
Total	5.1	3.6	4.1	1.7	5.9	3.6
Refused to say						
Small Business	2.5	8.0	6.1	6.8	8.6	6.8
Total	2.7	7.2	5.2	6.7	7.4	6.3
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Table 96. Sources of Advice on Security Matters
Percentages by Sector/Size of Businesses

Security Adviser	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Security Officer for Premises	%	%	%	%	%	%
Small Business	15.6	10.7	10.1	1.7	13.7	8.4
Medium Business	27.1	27.3	20.2	6.4	15.9	20.3
Large Business	31.4	23.3	65.2	26.1	46.4	46.1
Total	16.8	12.4	14.4	2.0	15.1	10.2
Other Managers for Premises						
Small Business	9.1	1.6	7.1	.9	10.0	4.0
Medium Business	11.4	12.7	23.8	8.5	8.7	15.2
Large Business	28.6	23.3	60.9	13.0	32.1	38.8
Total	9.5	2.9	13.0	1.1	10.3	5.7
Managers from Headquarters						
Small Business	7.8	9.0	6.1	2.6	5.0	5.7
Medium Business	22.9	23.6	14.3	10.6	18.8	18.1
Large Business	54.3	50.0	26.1	21.7	28.6	32.6
Total	9.6	10.8	8.8	2.9	8.4	7.5
An Insurance Company						
Small Business	35.1	32.8	26.3	14.8	23.8	24.6
Medium Business	31.4	34.5	33.3	21.3	40.6	34.6
Large Business	40.0	50.0	65.2	43.5	35.7	49.8
Total	34.8	33.1	29.3	15.1	27.4	26.1
Police						
Small Business	29.9	23.0	23.2	15.7	32.5	22.4
Medium Business	37.1	34.5	22.6	17.0	40.6	30.9
Large Business	42.9	43.3	30.4	26.1	35.7	34.7
Total	30.7	24.2	23.3	15.7	34.2	23.5
A Recognised Security Firm						
Small Business	35.1	45.1	29.3	7.0	30.0	26.4
Medium Business	44.3	56.4	59.5	27.7	44.9	51.6
Large Business	65.7	56.7	65.2	26.1	67.9	60.7
Total	36.2	46.3	38.1	7.5	34.0	29.7
Other Person/Organisation	.4	3.3	1.9	1.7	2.8	2.2
No Advice Received						
Small Business	36.4	30.3	37.4	67.0	31.3	45.0
Medium Business	10.0	10.9	14.3	44.7	20.3	16.8
Large Business	5.7	3.3	8.7	13.0	7.1	7.6
Total	33.7	28.2	30.6	66.2	28.4	41.3
Don't Know	2.7	2.9	2.0	.1	1.8	1.7
Total Number of Businesses	32463	83040	47990	98597	46039	308129

Table 97. Association of Crime Prevention Measures with Perceived Seriousness of Crime Problems

Crime Prevention Measure	Perceived Seriousness of Crime Problem		Odds of Serious Crime Problem
	% Serious	% Not Serious	
Entry Control used, Business Hours	31.4	68.6	0.46:1
Not Used	19.4	80.6	0.24:1
Security measures After Business Hours	29.4	70.6	0.42:1
Not Used	17.9	82.1	0.22:1
Burglar Alarms in use	34.8	65.2	0.53:1
Not Used	16.2	83.8	0.19:1
Attendance by Guards on Alarm	41.0	59.0	0.69:1
Not Used	17.5	82.5	0.21:1
Special Lighting etc used	26.9	73.1	0.37:1
Not Used	19.3	80.7	0.24:1
Window Protection used	31.4	68.6	0.46:1
Not Used	17.0	83.0	0.20:1
Equipment I.D. Numbers used	24.9	75.1	0.33:1
Not Used	22.0	78.0	0.28:1
None of These	12.7	87.3	0.15:1
At least One	24.8	75.2	0.33:1

Table 98. Association of Crime Prevention Measures with Perceived Crime Trends

Crime Prevention Measure	Crime Levels		Odds of Increasing Crime Problem
	% Increased	% Decreased	
Entry Control used, Business Hours	58.4	41.6	1.40:1
Not Used	71.7	28.3	2.53:1
Security measures After Business Hours	65.6	34.4	1.91:1
Not Used	67.8	32.2	2.11:1
Burglar Alarms in use	64.7	35.3	1.83:1
Not Used	68.5	31.5	2.17:1
Attendance by Guards on Alarm	67.8	32.2	2.11:1
Not Used	66.2	33.8	1.96:1
Special Lighting etc used	68.0	32.0	2.13:1
Not Used	65.1	34.9	1.87:1
Window Protection used	63.8	36.2	1.76:1
Not Used	69.5	30.5	2.28:1
Equipment I.D. Numbers used	67.8	32.2	2.11:1
Not Used	66.3	33.7	1.97:1
None of These	63.4	36.6	1.73:1
At least One	67.0	33.0	2.03:1

Table 99. Association of Crime Prevention Measures with Incidence of Burglary

Crime Prevention Measure	Burglary		Odds of Victimisation
	% Victims	% Non-Victims	
Entry Control used, Business Hours	42.8	57.2	0.75:1
Not Used	21.2	78.8	0.27:1
Security measures After Business Hours	35.1	64.9	0.54:1
Not Used	21.6	78.4	0.28:1
Burglar Alarms in use	37.9	62.1	0.61:1
Not Used	21.6	78.4	0.28:1
Attendance by Guards on Alarm	39.8	60.2	0.66:1
Not Used	23.8	76.2	0.31:1
Special Lighting etc used	34.8	65.2	0.53:1
Not Used	21.0	79.0	0.27:1
Window Protection used	36.9	63.1	0.58:1
Not Used	21.0	79.0	0.27:1
Equipment I.D. Numbers used	26.0	74.0	0.35:1
Not Used	28.1	71.9	0.39:1
None of These	10.9	89.1	0.12:1
At least One	30.7	69.3	0.44:1

Table 100. Association of Crime Prevention Measures with Incidence of Vandalism

Crime Prevention Measure	Vandalism		Odds of Victimisation
	% Victims	% Non-Victims	
Entry Control used, Business Hours	24.0	76.0	0.32:1
Not Used	14.0	86.0	0.16:1
Security measures After Business Hours	20.1	79.9	0.25:1
Not Used	14.5	85.5	0.17:1
Burglar Alarms in use	22.3	77.7	0.29:1
Not Used	13.9	86.1	0.16:1
Attendance by Guards on Alarm	24.1	75.9	0.32:1
Not Used	14.8	85.2	0.17:1
Special Lighting etc used	23.2	76.8	0.30:1
Not Used	11.5	88.5	0.13:1
Window Protection used	21.8	78.2	0.28:1
Not Used	13.6	86.4	0.16:1
Equipment I.D. Numbers used	14.8	85.2	0.17:1
Not Used	17.8	82.2	0.22:1
None of These	10.2	89.8	0.11:1
At least One	18.2	81.8	0.22:1

Table 101. Association of Crime Prevention Measures with Incidence of Motor Vehicle Theft

Crime Prevention Measure	Vehicle Thefts		Odds of Victimisation
	% Victims	% Non-Victims	
Entry Control used, Business Hours	4.4	95.6	0.05:1
Not Used	3.6	96.4	0.04:1
Security measures After Business Hours	4.7	95.3	0.05:1
Not Used	3.3	96.7	0.03:1
Burglar Alarms in use	4.8	95.2	0.05:1
Not Used	3.4	96.6	0.04:1
Attendance by Guards on Alarm	4.6	95.4	0.05:1
Not Used	3.7	96.3	0.04:1
Special Lighting etc used	5.1	94.9	0.05:1
Not Used	2.9	97.1	0.03:1
Window Protection used	4.9	95.1	0.05:1
Not Used	3.2	96.8	0.03:1
Equipment I.D. Numbers used	4.1	95.9	0.04:1
Not Used	3.8	96.2	0.04:1
None of These	0.4	99.6	0.00:1
At least One	4.6	95.4	0.05:1

Table 102. Association of Crime Prevention Measures with Incidence of Theft from Vehicles

Crime Prevention Measure	Thefts From Vehicle		Odds of Victimisation
	% Victims	% Non-Victims	
Entry Control used, Business Hours	7.0	93.0	0.08:1
Not Used	10.0	90.0	0.11:1
Security measures After Business Hours	10.5	89.5	0.12:1
Not Used	7.9	92.1	0.09:1
Burglar Alarms in use	11.5	88.5	0.13:1
Not Used	7.7	92.3	0.08:1
Attendance by Guards on Alarm	11.1	88.9	0.12:1
Not Used	8.4	91.6	0.09:1
Special Lighting etc used	9.4	90.6	0.10:1
Not Used	8.7	91.3	0.10:1
Window Protection used	11.0	89.0	0.12:1
Not Used	7.8	92.2	0.08:1
Equipment I.D. Numbers used	10.3	89.7	0.11:1
Not Used	8.4	91.6	0.09:1
None of These	1.8	98.2	0.02:1
At least One	10.5	89.5	0.12:1

Table 103. Association of Crime Prevention Measures with Incidence of Theft from Premises**

Crime Prevention Measure	Theft from Premises		Odds of Victimisation
	% Victims	% Non-Victims	
Entry Control used, Business Hours	30.2	69.8	0.43:1
Not Used	24.1	75.9	0.32:1
Security measures After Business Hours	34.8	65.2	0.53:1
Not Used	19.1	80.9	0.24:1
Burglar Alarms in use	36.9	63.1	0.58:1
Not Used	19.7	80.3	0.25:1
Attendance by Guards on Alarm	43.0	57.0	0.75:1
Not Used	20.8	79.2	0.26:1
Special Lighting etc used	33.6	66.4	0.51:1
Not Used	19.2	80.8	0.24:1
Window Protection used	33.8	66.2	0.51:1
Not Used	20.5	79.5	0.26:1
Equipment I.D. Numbers used	27.2	72.8	0.37:1
Not Used	25.3	74.7	0.34:1
None of These	11.6	88.4	0.13:1
At least One	28.7	71.3	0.40:1

** Theft from Premises includes thefts by customers, employees, others and unknown.

Table 104. Association of Crime Prevention Measures with Incidence of Theft by Customers

Crime Prevention Measure	Thefts by Customers		Odds of Victimisation
	% Victims	% Non-Victims	
Entry Control used, Business Hours	73.3	26.7	2.75:1
Not Used	78.4	21.6	3.63:1
Security measures After Business Hours	79.2	20.8	3.81:1
Not Used	74.0	26.0	2.85:1
Burglar Alarms in use	83.2	16.8	4.95:1
Not Used	68.3	31.7	2.15:1
Attendance by Guards on Alarm	81.2	18.8	4.32:1
Not Used	73.6	26.4	2.79:1
Special Lighting etc used	84.7	15.3	5.54:1
Not Used	64.5	35.5	1.82:1
Window Protection used	78.3	21.7	3.61:1
Not Used	74.8	25.2	2.97:1
Equipment I.D. Numbers used	77.3	22.7	3.41:1
Not Used	76.7	23.3	3.29:1
None of These	53.3	46.7	1.14:1
At least One	78.7	21.3	3.69:1

Table 105. Association of Crime Prevention Measures with Incidence of Theft by Employees

Crime Prevention Measure	Employee Theft		Odds of Victimisation
	% Victims	% Non-Victims	
Entry Control used, Business Hours	25.8	74.2	0.35:1
Not Used	24.4	75.6	0.32:1
Security measures After Business Hours	26.8	73.2	0.37:1
Not Used	22.1	77.9	0.28:1
Burglar Alarms in use	27.5	72.5	0.38:1
Not Used	21.9	78.1	0.28:1
Attendance by Guards on Alarm	30.6	69.4	0.44:1
Not Used	20.9	79.1	0.26:1
Special Lighting etc used	24.5	75.5	0.32:1
Not Used	25.5	74.5	0.34:1
Window Protection used	21.7	78.3	0.28:1
Not Used	28.6	71.4	0.40:1
Equipment I.D. Numbers used	27.7	72.3	0.38:1
Not Used	23.7	76.3	0.31:1
None of These	9.9	90.1	0.11:1
At least One	26.0	74.0	0.35:1

Table 106. Association of Crime Prevention Measures with Incidence of Other Theft

Crime Prevention Measure	Other Thefts		Odds of Victimisation
	% Victims	% Non-Victims	
Entry Control used, Business Hours	27.9	72.1	0.39:1
Not Used	22.5	77.5	0.29:1
Security measures After Business Hours	25.3	74.7	0.34:1
Not Used	22.8	77.2	0.30:1
Burglar Alarms in use	16.8	83.2	0.20:1
Not Used	31.9	68.1	0.47:1
Attendance by Guards on Alarm	19.7	80.3	0.25:1
Not Used	27.1	72.9	0.37:1
Special Lighting etc used	26.0	74.0	0.35:1
Not Used	21.6	78.4	0.28:1
Window Protection used	23.7	76.3	0.31:1
Not Used	24.9	75.1	0.33:1
Equipment I.D. Numbers used	25.5	74.5	0.34:1
Not Used	23.7	76.3	0.31:1
None of These	14.7	85.3	0.17:1
At least One	25.0	75.0	0.33:1

Table 107. Association of Crime Prevention Measures with Incidence of Fraud by Employees

Crime Prevention Measure	Employee Fraud		Odds of Victimisation
	% Victims	% Non-Victims	
Entry Control used, Business Hours	4.6	95.4	0.05:1
Not Used	2.4	97.6	0.02:1
Security measures After Business Hours	3.6	96.4	0.04:1
Not Used	2.7	97.3	0.03:1
Burglar Alarms in use	3.6	96.4	0.04:1
Not Used	2.8	97.2	0.03:1
Attendance by Guards on Alarm	3.5	96.5	0.04:1
Not Used	3.0	97.0	0.03:1
Special Lighting etc used	3.4	96.6	0.04:1
Not Used	2.8	97.2	0.03:1
Window Protection used	3.1	96.9	0.03:1
Not Used	3.1	96.9	0.03:1
Equipment I.D. Numbers used	3.1	96.9	0.03:1
Not Used	3.1	96.9	0.03:1
None of These	0.2	99.8	0.00:1
At least One	3.6	96.4	0.04:1

Table 108. Association of Crime Prevention Measures with Incidence of Other Fraud

Crime Prevention Measure	Other Fraud		Odds of Victimisation
	% Victims	% Non-Victims	
Entry Control used, Business Hours	22.1	77.9	0.28:1
Not Used	15.1	84.9	0.18:1
Security measures After Business Hours	20.8	79.2	0.26:1
Not Used	14.4	85.6	0.17:1
Burglar Alarms in use	25.2	74.8	0.34:1
Not Used	12.7	87.3	0.15:1
Attendance by Guards on Alarm	26.7	73.3	0.36:1
Not Used	14.3	85.7	0.17:1
Special Lighting etc used	21.4	78.6	0.27:1
Not Used	13.5	86.5	0.16:1
Window Protection used	23.6	76.4	0.31:1
Not Used	12.7	87.3	0.15:1
Equipment I.D. Numbers used	17.0	83.0	0.20:1
Not Used	17.2	82.8	0.21:1
None of These	8.5	91.5	0.09:1
At least One	18.8	81.2	0.23:1

Table 109. Association of Crime Prevention Measures with Incidence of Robbery

Crime Prevention Measure	Robberies		Odds of Victimisation
	% Victims	% Non-Victims	
Entry Control used, Business Hours	2.3	97.7	0.02:1
Not Used	1.2	98.8	0.01:1
Security measures After Business Hours	2.5	97.5	0.03:1
Not Used	0.8	99.2	0.01:1
Burglar Alarms in use	3.8	96.2	0.04:1
Not Used	0.3	99.7	0.00:1
Attendance by Guards on Alarm	3.2	96.8	0.03:1
Not Used	1.1	98.9	0.01:1
Special Lighting etc used	2.5	97.5	0.03:1
Not Used	0.7	99.3	0.01:1
Window Protection used	2.3	97.7	0.02:1
Not Used	1.1	98.9	0.01:1
Equipment I.D. Numbers used	1.0	99.0	0.01:1
Not Used	1.8	98.2	0.02:1
None of These	0.0	100.0	0.00:1
At least One	1.9	98.1	0.02:1

Table 110. Association of Crime Prevention Measures with Incidence of Assault on Employees

Crime Prevention Measure	Employees Assaulted		Odds of Victimisation
	% Victims	% Non-Victims	
Entry Control used, Business Hours	13.2	86.8	0.15:1
Not Used	8.2	91.8	0.09:1
Security measures After Business Hours	13.8	86.2	0.16:1
Not Used	6.5	93.5	0.07:1
Burglar Alarms in use	15.1	84.9	0.18:1
Not Used	6.6	93.4	0.07:1
Attendance by Guards on Alarm	17.9	82.1	0.22:1
Not Used	7.2	92.8	0.08:1
Special Lighting etc used	13.0	87.0	0.15:1
Not Used	6.8	93.2	0.07:1
Window Protection used	13.4	86.6	0.15:1
Not Used	7.1	92.9	0.08:1
Equipment I.D. Numbers used	10.2	89.8	0.11:1
Not Used	9.4	90.6	0.10:1
None of These	3.1	96.9	0.03:1
At least One	10.9	89.1	0.12:1

Table 111. Association of Crime Prevention Measures with Incidence of Bribery/Extortion

Crime Prevention Measure	Bribery/Extortion		Odds of Victimisation
	% Victims	% Non-Victims	
Entry Control used, Business Hours	0.6	99.4	0.01:1
Not Used	0.6	99.4	0.01:1
Security measures After Business Hours	0.6	99.4	0.01:1
Not Used	0.6	99.4	0.01:1
Burglar Alarms in use	1.1	98.9	0.01:1
Not Used	0.3	99.7	0.00:1
Attendance by Guards on Alarm	0.2	99.8	0.00:1
Not Used	0.7	99.3	0.01:1
Special Lighting etc used	0.9	99.1	0.01:1
Not Used	0.3	99.7	0.00:1
Window Protection used	0.8	99.2	0.01:1
Not Used	0.4	99.6	0.00:1
Equipment I.D. Numbers used	0.3	99.7	0.00:1
Not Used	0.7	99.3	0.01:1
None of These	0.0	100.0	0.00:1
At least One	0.7	99.3	0.01:1

The Costs of Crimes against Businesses

Chapter 5

The Costs of Crimes against Business

This section brings together all the data on costs of crimes, security and incidental losses classified by industry sector and size of premises. Tables 112 to 122 give the estimated mean, median and total annual costs (in \$1000s) incurred by each of the distinct types of crime dealt with in this survey for each business category. These figures are **not** the costs of distinct incidents of crime, as this data was not obtained by the survey. The median cost is often zero, indicating that over half of all businesses did not incur any costs in relation to the crime in question during 1992. While the mean cost for small businesses is usually much less than for large businesses, the total cost is generally much greater owing to the larger numbers of small businesses.

Similar data are presented in Tables 124, 126 and 128 for annual security costs, indirect losses due to crime, and "leakage and shrinkage" respectively. Indirect losses were defined by the question:

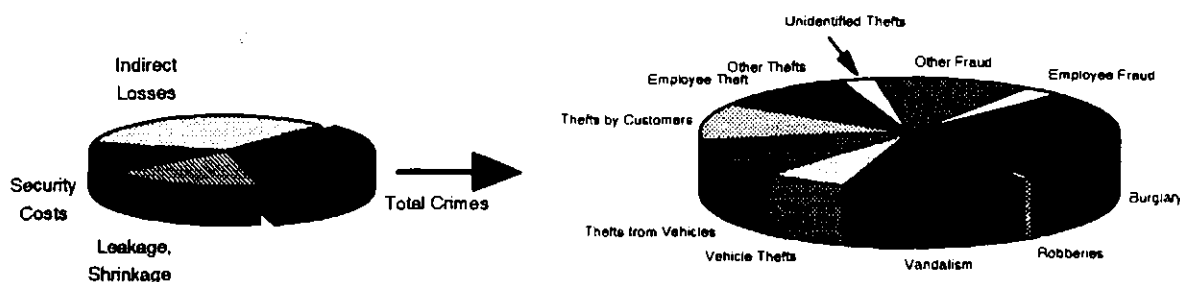
"Your company may also incur indirect losses through crime, such as lost orders or customers, delayed deliveries, disturbance to production, and so on. Can you give us an estimate of such indirect losses for 1992, arising from any crime against your business?"

Leakage and shrinkage was defined by subtracting the costs of all the crimes and the indirect losses from the responses to the question:

"In 1992, what was your estimated total loss from leakage, shrinkage and crime identified from your stock control procedures (including any incidents you have already mentioned)?"

Figures 18 and 19 shows the relative magnitudes of each of these cost categories in the total estimated costs to the five sectors of industry surveyed.

Figure 18. The Total Costs of Crime, Security and Stock Losses in 1992, by Cause.

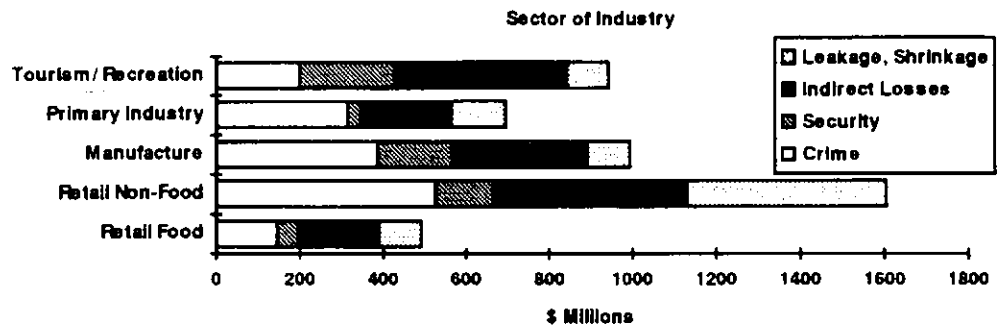


Tables 123, 125, 127 and 129 are various subtotals, progressively increasing in scope from the narrowest definition of the costs of crime - i.e. including only the direct costs of crime incidents - to the widest possible definition, including leakage and shrinkage. This set of tables is itself summarised in Table 130.

The question of what is the cost of crime is a debatable one. In particular, ascribing the whole of "leakage and shrinkage" to crime is questionable. Leakage and shrinkage to many may include wastage by stock deterioration, poor stock control and so on. Nevertheless, Table 30 provides ranges within which the "real" figure probably lies.

Some may be surprised at the extent to which the vague notions of "indirect costs" and leakage and shrinkage increase the estimated direct losses due to crime. But many business people have said, in their correspondence concerning the survey, that such "oncosts" are the very reason that such a high proportion of crime against business is not reported to police. The disturbance to the business incurred by following up a crime, which may itself have been relatively minor, costs more than the crime itself. It is more economically sound to rely on the insurance to reduce the loss and pass on the other costs to consumers through prices. While all businesses operate the same way, none are disadvantaged in terms of price-competitiveness, so there is no incentive to change. If we can find ways to reduce crime or these oncosts it will be to everyone's advantage, including the consumers.

Figure 19. The Total Costs of Crime, Security and Stock Losses in 1992, by Sector and by Cause.



The tourism and recreation businesses are interesting in that their costs of security are actually higher than their costs of crime. Assuming these survey data are an accurate portrayal of the realities of the industry, it would suggest that "security" is as much a part of the comforts offered to customers as it is a crime prevention expense. With much of its trade by definition coming from people who are travellers and therefore strangers, this may well be a reasonable and appropriate approach to adopt.

The section ends with a number of tables presenting the direct costs of crime, the costs of security and the grand total costs disaggregated by the numerous risk factors used in earlier sections, namely the company's main activity, the perception or otherwise of juvenile problems, the urban location and the size of premises/number of staff. A similar set of tables relates the three measure of costs to the use or otherwise of the various crime prevention measures. Again, caution has to be exercised in interpreting these tables.

Table 112. Average and Total Annual Costs of Burglary
National Estimates by Industry Sector and Size of Business

	Sector of Industry					Total
Burglary Costs	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	.671	.968	1.276	1.376	1.461	1.185
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	19672	72120	43718	131937	52078	319526
Medium Business						
Mean (\$'000)	1.968	2.135	4.445	2.100	2.296	2.984
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	5465	16728	54237	4819	21061	102309
Large Business						
Mean (\$'000)	3.501	5.683	2.530	4.174	2.175	3.188
Median (\$'000)	.000	.000	.000	.000	.650	.000
Total (\$'000)	1253	3882	3846	1786	2658	13426
Total						
Mean (\$'000)	.813	1.117	2.121	1.405	1.646	1.413
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	26390	92730	101801	138542	75797	435261

Table 113. Average and Total Annual Costs of Vandalism
National Estimates by Industry Sector and Size of Business

Vandalism Costs	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	.115	.652	2.075	.219	1.081	.677
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	3360	48613	71094	21043	38547	182657
Medium Business						
Mean (\$'000)	2.273	1.260	1.101	1.337	.576	1.108
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	6312	9871	13437	3069	5287	37975
Large Business						
Mean (\$'000)	2.116	2.473	.300	2.174	1.511	1.349
Median (\$'000)	.000	.200	.000	.000	.000	.000
Total (\$'000)	757	1689	456	930	1846	5679
Total						
Mean (\$'000)	.321	.725	1.771	.254	.992	.734
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	10429	60173	84987	25043	45680	226311

Table 114. Average and Total Annual Costs of Vehicle Theft
National Estimates by Industry Sector and Size of Business

Costs of Vehicle Thefts	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	.002	.086	.354	.091	.370	.150
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	56	6439	12115	8686	13201	40497
Medium Business						
Mean (\$'000)	.471	2.600	2.250	.872	.000	1.492
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	1309	20368	27454	2002	0	51134
Large Business						
Mean (\$'000)	.000	5.200	3.311	.522	1.250	2.454
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	0	3552	5033	223	1528	10335
Total						
Mean (\$'000)	.042	.366	.929	.111	.320	.331
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	1365	30359	44602	10911	14729	101966

Table 115. Average and Total Annual Costs of Thefts from Vehicles
National Estimates by Industry Sector and Size of Business

Costs of Thefts from Vehicles	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	.005	.667	.025	1.055	.413	.618
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	134	49734	858	101118	14724	166568
Medium Business						
Mean (\$'000)	.099	.140	.220	.039	.051	.135
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	276	1097	2682	90	472	4617
Large Business						
Mean (\$'000)	1.006	1.740	.146	.304	.330	.547
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	360	1188	221	130	404	2304
Total						
Mean (\$'000)	.024	.626	.078	1.028	.339	.563
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	770	52019	3762	101339	15599	173488

Table 116. Average and Total Annual Costs of Thefts by Customers
National Estimates by Industry Sector and Size of Business

Costs of Thefts by Customers	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	1.250	1.247	.019	.000	.042	.488
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	36648	92909	640	0	1509	131707
Medium Business						
Mean (\$'000)	1.685	3.580	.077	.021	.040	.994
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	4681	28046	937	49	370	34082
Large Business						
Mean (\$'000)	10.313	14.113	.000	.000	.045	3.179
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	3692	9639	0	0	55	13386
Total						
Mean (\$'000)	1.387	1.573	.033	.000	.042	.581
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	45021	130594	1577	49	1933	179175

Table 117. Average and Total Annual Costs of Thefts by Employees
National Estimates by Industry Sector and Size of Business

Costs of Thefts by Employees	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	.123	.053	1.275	.030	.006	.202
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	3620	3980	43683	2909	198	54389
Medium Business						
Mean (\$'000)	.839	2.680	1.254	2.177	.510	1.409
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	2331	20994	15299	4996	4679	48299
Large Business						
Mean (\$'000)	1.812	3.392	1.098	.957	.066	1.217
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	649	2317	1669	409	81	5124
Total						
Mean (\$'000)	.203	.329	1.264	.084	.108	.350
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	6599	27290	60651	8314	4957	107812

Table 118. Average and Total Annual Costs of Thefts by Others
National Estimates by Industry Sector and Size of Business

Costs of Other Thefts	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	.051	.618	.016	.063	.019	.203
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	1485	46037	561	6064	685	54833
Medium Business						
Mean (\$'000)	.782	.052	.079	.002	.208	.159
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	2172	406	963	5	1906	5451
Large Business						
Mean (\$'000)	.578	8.247	.096	.007	.086	1.447
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	207	5632	145	3	105	6092
Total						
Mean (\$'000)	.119	.627	.035	.062	.059	.215
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	3864	52076	1670	6071	2695	66376

Table 119. Average and Total Annual Costs of Unidentified Thefts
National Estimates by Industry Sector and Size of Business

Costs of Thefts, Unidentified	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	.397	.081	.081	.000	.005	.077
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	11638	6021	2783	0	194	20636
Medium Business						
Mean (\$'000)	.005	1.472	.031	.000	.616	.513
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	15	11532	378	0	5655	17580
Large Business						
Mean (\$'000)	.986	1.434	.274	.000	1.307	.795
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	353	979	416	0	1597	3346
Total						
Mean (\$'000)	.370	.223	.075	.000	.162	.135
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	12006	18533	3577	0	7446	41562

Table 120. Average and Total Annual Costs of Frauds by Employees
National Estimates by Industry Sector and Size of Business

Costs of Employee Fraud	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	.030	.000	.222	.028	.313	.083
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	891	0	7615	2704	11155	22365
Medium Business						
Mean (\$'000)	.270	.091	.856	.085	.093	.378
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	750	712	10444	195	851	12951
Large Business						
Mean (\$'000)	.121	2.027	4.239	4.793	.057	2.373
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	43	1384	6443	2052	70	9992
Total						
Mean (\$'000)	.052	.025	.511	.050	.262	.147
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	1684	2096	24503	4950	12075	45309

Table 121. Average and Total Annual Costs of Frauds by Others
National Estimates by Industry Sector and Size of Business

Costs of Other Fraud	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	1.049	.698	.598	.091	.387	.467
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	30775	52024	20497	8711	13782	125789
Medium Business						
Mean (\$'000)	.861	1.066	2.111	3.426	.588	1.451
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	2390	8350	25755	7862	5393	49750
Large Business						
Mean (\$'000)	.716	2.281	6.957	2.826	.718	3.437
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	256	1558	10574	1210	877	14475
Total						
Mean (\$'000)	1.030	.746	1.184	.180	.436	.617
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	33422	61933	56826	17782	20052	190014

Table 122. Average and Total Annual Costs of Robberies
National Estimates by Industry Sector and Size of Business

Costs of Robberies	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	.141	.008	.005	.000	.001	.018
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	4121	566	173	0	44	4904
Medium Business						
Mean (\$'000)	.132	.000	.265	1.723	.000	.220
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	367	0	3232	3955	0	7554
Large Business						
Mean (\$'000)	.274	.044	.870	.000	.007	.346
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	98	30	1322	0	9	1459
Total						
Mean (\$'000)	.141	.007	.098	.040	.001	.045
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	4586	596	4727	3955	53	13917

Table 123. Average and Total Annual Direct Costs of All Crimes
National Estimates by Industry Sector and Size of Business

	Sector of Industry					Total
Direct Costs of All Crime	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	3.832	5.078	5.945	2.954	4.099	4.168
Median (\$'000)	.200	.400	.000	.000	.400	.000
Total (\$'000)	112399	378444	203738	283172	146117	1123871
Medium Business						
Mean (\$'000)	9.387	15.076	12.688	11.782	4.978	10.842
Median (\$'000)	1.625	2.000	1.050	.000	.795	1.000
Total (\$'000)	26067	118104	154819	27041	45672	371702
Large Business						
Mean (\$'000)	21.422	46.634	19.820	15.757	7.552	20.332
Median (\$'000)	5.200	14.850	5.350	5.250	2.725	5.350
Total (\$'000)	7669	31851	30126	6744	9228	85618
Total						
Mean (\$'000)	4.502	6.363	8.099	3.215	4.366	5.132
Median (\$'000)	.300	.600	.050	.000	.500	.007
Total (\$'000)	146135	528398	388682	316957	201018	1581191

Table 124. Average and Total Annual Costs of Security Measures
National Estimates by Industry Sector and Size of Business

	Sector of Industry					Total
Security Costs	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	.961	.914	.658	.163	1.563	.706
Median (\$'000)	.000	.000	.000	.000	.100	.000
Total (\$'000)	28178	68124	22559	15655	55726	190241
Medium Business						
Mean (\$'000)	5.030	3.606	4.150	2.952	5.022	4.250
Median (\$'000)	.500	2.000	1.200	.000	1.500	1.200
Total (\$'000)	13970	28249	50634	6776	46071	145699
Large Business						
Mean (\$'000)	22.892	62.816	69.954	23.113	104.362	70.020
Median (\$'000)	2.500	6.500	12.000	5.000	6.000	8.000
Total (\$'000)	8195	42904	106330	9892	127531	294853
Total						
Mean (\$'000)	1.551	1.677	3.741	.328	4.981	2.047
Median (\$'000)	.000	.050	.200	.000	.500	.000
Total (\$'000)	50343	139276	179523	32323	229328	630792

**Table 125. Average and Total Annual Direct Costs of Crime and Security
National Estimates by Industry Sector and Size of Business**

	Sector of Industry					Total
Direct Costs of Crime & Security	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	4.793	5.992	6.604	3.117	5.663	4.874
Median (\$'000)	1.314	1.000	.500	.000	1.600	.250
Total (\$'000)	140577	446568	226297	298827	201843	1314112
Medium Business						
Mean (\$'000)	14.417	18.682	16.838	14.735	10.000	15.093
Median (\$'000)	3.250	4.500	5.000	1.200	3.675	4.150
Total (\$'000)	40037	146352	205453	33816	91743	517401
Large Business						
Mean (\$'000)	44.314	109.450	89.774	38.870	111.914	90.352
Median (\$'000)	16.300	25.710	54.500	20.500	11.700	24.400
Total (\$'000)	15865	74754	136456	16636	136759	380471
Total						
Mean (\$'000)	6.052	8.040	11.840	3.542	9.347	7.179
Median (\$'000)	1.400	1.200	1.000	.000	1.999	.480
Total (\$'000)	196478	667675	568205	349280	430346	2211983

**Table 126. Average and Total Annual Costs of Indirect Losses due to Crime
National Estimates by Industry Sector and Size of Business**

	Sector of Industry					Total
Costs of Indirect Losses	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	5.605	5.109	2.787	2.201	9.811	4.455
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	164378	380755	95490	211005	349697	1201325
Medium Business						
Mean (\$'000)	8.924	9.755	10.120	1.841	5.211	8.072
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	24783	76424	123487	4224	47803	276721
Large Business						
Mean (\$'000)	10.171	9.308	68.261	5.217	13.075	31.338
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	3641	6358	103757	2233	15978	131966
Total						
Mean (\$'000)	5.939	5.582	6.725	2.206	8.981	5.225
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	192802	463537	322734	217462	413478	1610012

**Table 127. Average and Total Annual Costs of Direct and Indirect Losses due to Crime
National Estimates by Industry Sector and Size of Business**

Direct & Indirect Costs of Crime	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	10.398	11.102	9.390	5.318	15.474	9.329
Median (\$'000)	1.750	1.730	.750	.000	1.750	.500
Total (\$'000)	304955	827323	321787	509832	551541	2515436
Medium Business						
Mean (\$'000)	23.341	28.437	26.958	16.575	15.211	23.164
Median (\$'000)	9.950	13.000	7.550	1.200	5.645	6.550
Total (\$'000)	64819	222777	328940	38040	139546	794123
Large Business						
Mean (\$'000)	54.486	118.758	158.035	44.087	124.989	121.690
Median (\$'000)	29.999	36.500	65.200	29.999	13.200	36.200
Total (\$'000)	19506	81112	240213	18869	152737	512437
Total						
Mean (\$'000)	11.991	13.622	18.565	5.748	18.328	12.404
Median (\$'000)	2.050	2.000	1.200	.000	2.350	.900
Total (\$'000)	389280	1131211	890939	566741	843824	3821996

**Table 128. Average and Total Annual Costs of "Leakage and Shrinkage"*
National Estimates by Industry Sector and Size of Business**

Costs of Leakage and Shrinkage	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	2.059	5.795	.754	1.310	2.265	2.687
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	60400	431864	25843	125583	80725	724414
Medium Business						
Mean (\$'000)	12.670	3.865	5.046	1.680	1.645	4.258
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	35184	30275	61566	3856	15094	145975
Large Business						
Mean (\$'000)	25.370	16.274	11.226	4.472	4.098	10.492
Median (\$'000)	.200	.000	.000	.000	.000	.000
Total (\$'000)	9082	11115	17064	1914	5008	44184
Total						
Mean (\$'000)	3.224	5.699	2.177	1.332	2.190	2.968
Median (\$'000)	.000	.000	.000	.000	.000	.000
Total (\$'000)	104667	473254	104472	131352	100827	914572

*Note: "Leakage and Shrinkage" is defined as unexplained stock losses not directly attributed to crimes.

Table 129. Total Annual Costs of Crime and Security, including "Leakage and Shrinkage"*
National Estimates by Industry Sector and Size of Business

Total Annual Costs of Crime and Security	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Small Business						
Mean (\$'000)	12.458	16.897	10.144	6.628	17.739	12.016
Median (\$'000)	2.450	2.000	1.000	.000	2.500	.880
Total (\$'000)	365355	1259187	347629	635414	632265	3239851
Medium Business						
Mean (\$'000)	36.011	32.302	32.003	18.255	16.856	27.422
Median (\$'000)	13.750	13.000	8.583	2.082	5.895	8.000
Total (\$'000)	100004	253052	390506	41896	154640	940097
Large Business						
Mean (\$'000)	79.856	135.033	169.261	48.559	129.087	132.182
Median (\$'000)	34.300	54.810	79.999	29.999	23.500	48.850
Total (\$'000)	28588	92228	257276	20783	157745	556620
Total						
Mean (\$'000)	15.216	19.322	20.742	7.080	20.518	15.372
Median (\$'000)	2.900	3.050	1.500	.000	2.750	1.200
Total (\$'000)	493947	1604466	995412	698094	944650	4736568

*Note: "Leakage and Shrinkage" is defined as unexplained stock losses not directly attributed to crimes.

Table 130. Total Annual Costs of Crime and Security, including "Leakage and Shrinkage"*
National Estimates by Type of Costs, Industry Sector and Size of Business
 (\$,000)

Type of Costs	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacture	Primary Industry	Tourism/ Recreation	
Burglary	26390	92730	101801	138542	75797	435261
% of Direct Costs	18.1	17.5	26.2	43.7	37.7	27.5
Vandalism	10429	60173	84987	25043	45680	226311
% of Direct Costs	7.1	11.4	21.9	8.2	22.7	14.3
Vehicle Thefts	1365	30359	44602	10911	14729	101966
% of Direct Costs	.9	5.7	11.5	3.4	7.3	6.4
Thefts from Vehicles	770	52019	3762	101339	15599	173488
% of Direct Costs	.5	9.8	1.0	32.0	7.8	11.0
Thefts by Customers	45021	130594	1577	49	1933	179175
% of Direct Costs	30.8	24.7	.4	.0	1.0	11.3
Thefts by Employees	6599	27290	60651	8314	4957	107812
% of Direct Costs	4.5	5.2	15.6	2.6	2.5	6.8
Other Thefts	3864	52076	1670	6071	2695	66376
% of Direct Costs	2.6	9.9	.4	1.9	1.3	4.2
Thefts, Unidentified	12006	18533	3577	0	7446	41562
% of Direct Costs	8.2	3.5	.9	.0	3.7	2.6
Employee Fraud	1684	2096	24503	4950	12075	45309
% of Direct Costs	1.2	.4	6.3	1.6	6.0	2.9
Other Fraud	33422	61933	56826	17782	20052	190014
% of Direct Costs	22.9	11.7	14.6	5.6	10.0	12.0
Robberies	4586	596	4727	3955	53	13917
% of Direct Costs	3.1	.1	1.2	1.2	.0	.9
Subtotal 1:						
Direct Costs of All Crime	146135	528398	388682	316957	201018	1581191
% of Direct Costs	100.0	100.0	100.0	100.0	100.0	100.0
% of Grand Total	29.6	32.9	39.0	45.4	21.3	33.4
Security Costs	50343	139276	179523	32323	229328	630792
% of Direct Costs	34.4	26.4	46.2	10.2	114.1	39.9
% of Grand Total	10.2	8.7	18.0	4.6	24.3	13.3
Subtotal 2:						
Direct Costs, Crime & Security	196478	667675	568205	349280	430346	2211983
% of Direct Costs	134.4	126.4	146.2	110.2	214.1	139.9
% of Grand Total	39.8	41.6	57.1	50.0	45.6	46.7
Indirect Losses	192802	463537	322734	217462	413478	1610012
% of Direct Costs	131.9	87.7	83.0	68.6	205.7	101.8
% of Grand Total	39.0	28.9	32.4	31.2	43.8	34.0
Subtotal 3:						
Total Direct & Indirect Costs	389280	1131211	890939	566741	843824	3821996
% of Direct Costs	266.4	214.1	229.2	178.8	419.8	241.7
% of Grand Total	78.8	70.5	89.5	81.2	89.3	80.7
Leakage, Shrinkage	104667	473254	104472	131352	100827	914572
% of Direct Costs	71.6	89.6	26.9	41.4	50.2	57.8
% of Grand Total	21.2	29.5	10.5	18.8	10.7	19.3
Grand Total	493947	1604466	995412	698094	944650	4736568

*Note: "Leakage and Shrinkage" is defined as unexplained stock losses not directly attributed to crimes.

Table 131. Association of Sector of Industry with Direct Cost of Crime in 1992

Company's Main Activity	Direct Costs of All Crime		Total (\$'000)
	Mean (\$'000)	Median (\$'000)	
Retail Food	4.502	.300	146135
Also Other Activities	4.625	.350	134084
Retail Non-Food	6.363	.600	528398
Also Manufactures	2.716	.000	25756
Also Wholesales	9.091	1.170	88774
Also Other Activities	6.141	.750	351471
Manufacture	8.099	.050	388682
Also Retails	6.605	.000	83166
Also Wholesales	14.384	.000	165814
Also Other Activities	5.165	.000	129560
Primary Industry	3.215	.000	316957
Also Retails	3.603	.000	40053
Also Wholesales	.778	.000	5673
Also Other Activities	3.376	.000	274330
Tourism/Recreation	4.366	.500	201018
Also Retails	4.549	.980	53748
Also Other Activities	3.939	.400	132036

Table 132. Association of Juvenile Problems with Direct Cost of Crime in 1992

Company's Main Activity	Direct Costs of All Crime		Total (\$'000)
	Mean (\$'000)	Median (\$'000)	
Children Vandalising	15.457	3.550	250913
Teenagers Hanging About	19.886	10.500	148913
No Teenager Problem	11.664	2.200	102000
No Children Vandalising	4.559	.000	1329950
Teenagers Hanging About	14.136	1.050	319223
No Teenager Problem	3.755	.000	1010727
Total Businesses	5.132	.007	1581191
Teenagers Hanging About	15.511	1.950	468464
No Teenager Problem	4.004	.000	1112727

Table 133. Association of Urban Location with Direct Cost of Crime in 1992

Company's Main Activity	Direct Costs of All Crime		Total (\$'000)
	Mean (\$'000)	Median (\$'000)	
City/Town Centre	5.762	.350	556774
Special Business Zone	7.200	.600	418058
Not Special Business Zone	3.540	.100	135512
Suburban Location	5.827	.280	649140
Special Business Zone	7.950	.500	455471
Not Special Business Zone	3.653	.020	193669
Total Businesses	5.132	.007	1581191
Special Business Zone	7.525	.500	912771
Not Special Business Zone	3.606	.000	665216

Table 134. Association of Size of Premises/No of Staff with Direct Cost of Crime in 1992

Company's Main Activity	Mean (\$'000)	Direct Costs of All Crime	
		Median (\$'000)	Total (\$'000)
Small Floor Area (<1000m²)	3.997	.200	623247
Up to 10 Employees	3.750	.150	537852
Over 10 Employees	6.881	.750	85392
Large Floor Area (>1000m²)	8.559	.000	664543
Up to 10 Employees	6.595	.000	416449
Over 10 Employees	17.148	3.250	248090
Total Businesses	5.132	.007	1581191
Up to 10 Employees	4.168	.000	1123871
Over 10 Employees	11.936	1.200	455762

Table 135. Association of Sector of Industry with Security Costs in 1992

Company's Main Activity	Mean (\$'000)	Security Costs	
		Median (\$'000)	Total (\$'000)
Retail Food	1.551	.000	50343
Also Other Activities	1.027	.000	29761
Retail Non-Food	1.677	.050	139276
Also Manufactures	.628	.000	5960
Also Wholesales	1.797	.250	17551
Also Other Activities	1.413	.300	80856
Manufacture	3.741	.200	179523
Also Retails	2.491	.200	31370
Also Wholesales	6.066	.480	69928
Also Other Activities	3.277	.200	82207
Primary Industry	.328	.000	32323
Also Retails	.183	.000	2036
Also Wholesales	.263	.000	1917
Also Other Activities	.331	.000	26871
Tourism/Recreation	4.981	.500	229328
Also Retails	3.101	.200	36636
Also Other Activities	5.728	.500	192010

Table 136. Association of Juvenile Problems with Security Costs in 1992

Company's Main Activity	Mean (\$'000)	Security Costs	
		Median (\$'000)	Total (\$'000)
Children Vandalising	2.951	.750	47898
Teenagers Hanging About	3.838	.900	28741
No Teenager Problem	2.191	.500	19157
No Children Vandalising	1.995	.000	582108
Teenagers Hanging About	1.983	.600	44772
No Teenager Problem	1.996	.000	537336
Total Businesses	2.047	.000	630792
Teenagers Hanging About	2.460	.750	74299
No Teenager Problem	2.002	.000	556493

Table 137. Association of Urban Location with Security Costs in 1992

Company's Main Activity	Mean (\$'000)	Security Costs Median (\$'000)	Total (\$'000)
City/Town Centre	3.170	.100	306329
Special Business Zone	3.832	.000	222493
Not Special Business Zone	2.188	.200	83765
Suburban Location	2.341	.200	260840
Special Business Zone	2.904	.400	166343
Not Special Business Zone	1.678	.000	88987
Total Businesses	2.047	.000	630792
Special Business Zone	3.386	.250	410751
Not Special Business Zone	1.162	.000	214460

Table 138. Association of Size of Premises/No of Staff with Security Costs in 1992

Company's Main Activity	Mean (\$'000)	Security Costs Median (\$'000)	Total (\$'000)
Small Floor Area (<1000m2)	1.166	.000	181742
Up to 10 Employees	.963	.000	138159
Over 10 Employees	3.512	1.000	43582
Large Floor Area (>1000m2)	4.068	.000	315836
Up to 10 Employees	.595	.000	37581
Over 10 Employees	19.166	3.500	277298
Total Businesses	2.047	.000	630792
Up to 10 Employees	.706	.000	190241
Over 10 Employees	11.456	1.500	437410

Table 139. Association of Sector of Industry with Grand Total Costs of Crime in 1992

Company's Main Activity	Mean (\$'000)	Grand Total Costs of Crime Median (\$'000)	Total (\$'000)
Retail Food	15.216	2.900	493947
Also Other Activities	15.316	2.750	444009
Retail Non-Food	19.322	3.050	1604466
Also Manufactures	14.609	.000	138550
Also Wholesales	25.875	8.750	252676
Also Other Activities	18.530	3.000	1060585
Manufacture	20.742	1.500	995412
Also Retails	16.356	1.200	205960
Also Wholesales	34.511	4.000	397815
Also Other Activities	16.898	1.200	423872
Primary Industry	7.080	.000	698094
Also Retails	6.987	.200	77683
Also Wholesales	1.326	.100	9665
Also Other Activities	6.943	.000	564180
Tourism/Recreation	20.518	2.750	944650
Also Retails	15.069	5.000	178038
Also Other Activities	21.883	2.500	733558

Table 140. Association of Juvenile Problems with Grand Total Costs of Crime in 1992

	Grand Total Costs of Crime		
	Mean (\$'000)	Median (\$'000)	Total (\$'000)
Children Vandalising	28.392	8.750	460896
Teenagers Hanging About	35.572	30.900	266376
No Teenager Problem	22.244	5.699	194520
No Children Vandalising	14.652	1.050	4274558
Teenagers Hanging About	28.260	5.000	638171
No Teenager Problem	13.510	.880	3636388
Total Businesses	15.372	1.200	4736568
Teenagers Hanging About	29.987	6.100	905661
No Teenager Problem	13.785	1.000	3830907

Table 141. Association of Urban Location with Grand Total Costs of Crime in 1992

	Grand Total Costs of Crime		
	Mean (\$'000)	Median (\$'000)	Total (\$'000)
City/Town Centre	20.481	2.000	1978953
Special Business Zone	23.421	2.470	1359866
Not Special Business Zone	16.054	2.000	614458
Suburban Location	17.218	2.500	1918151
Special Business Zone	21.243	3.700	1216982
Not Special Business Zone	13.115	2.000	695349
Total Businesses	15.372	1.200	4736568
Special Business Zone	21.951	2.750	2662475
Not Special Business Zone	11.186	.400	2063644

Table 142. Association of Size of Premises/No of Staff with Grand Total Costs of Crime in 1992

	Grand Total Costs of Crime		
	Mean (\$'000)	Median (\$'000)	Total (\$'000)
Small Floor Area (<1000m²)	13.103	2.000	2042912
Up to 10 Employees	12.280	1.750	1761313
Over 10 Employees	22.690	5.000	281593
Large Floor Area (>1000m²)	17.252	.080	1339495
Up to 10 Employees	10.314	.000	651324
Over 10 Employees	47.451	13.000	686518
Total Businesses	15.372	1.200	4736568
Up to 10 Employees	12.016	.880	3239851
Over 10 Employees	38.998	10.000	1489061

Table 143. Association of Crime Prevention Measures with Direct Costs of All Crime

Crime Prevention Measures	Direct Costs of All Crime		
	Mean (\$'000)	Median (\$'000)	Total (\$'000)
Entry Control used, Business Hours	5.860	.600	523593
Not Used	4.834	.000	1057598
Security measures After Business Hours	8.030	.300	1067258
Not Used	2.933	.000	513933
Burglar Alarms in use	7.659	.930	845090
Not Used	3.722	.000	736101
Attendance by Guards on Alarm	10.190	1.300	713128
Not Used	3.645	.000	868063
Special Lighting etc used	6.699	.500	958526
Not Used	3.773	.000	622665
Window Protection used	4.796	.500	599836
Not Used	5.361	.000	981355
Equipment I.D. Numbers used	4.601	.050	414054
Not Used	5.350	.000	1167137
None of These	1.154	.000	57862
At least One	5.905	.200	1523329
Total Businesses	5.132	.007	1581191

Table 144. Association of Crime Prevention Measures with Security Costs

	Mean (\$'000)	Security Costs	Total (\$'000)
		Median (\$'000)	
Entry Control used, Business Hours	5.440	.880	486017
Not Used	.662	.000	144776
Security measures After Business Hours	2.899	.500	385379
Not Used	1.401	.000	245413
Burglar Alarms in use	4.749	.900	524020
Not Used	.540	.000	106773
Attendance by Guards on Alarm	6.796	1.500	475646
Not Used	.651	.000	155146
Special Lighting etc used	2.968	.400	424749
Not Used	1.248	.000	206044
Window Protection used	3.632	.380	454175
Not Used	.965	.000	176618
Equipment I.D. Numbers used	2.727	.000	245369
Not Used	1.767	.000	385423
None of These	.021	.000	1050
At least One	2.441	.000	629743
Total Businesses	2.047	.000	630792

Table 145. Association of Crime Prevention Measures with Grand Total Costs of Crime in 1992

Crime Prevention Measures	Mean (\$'000)	Grand Total Costs of Crime	Total (\$'000)
		Median (\$'000)	
Entry Control used, Business Hours	24.437	4.600	2183406
Not Used	11.670	.504	2553162
Security measures After Business Hours	21.879	2.210	2908127
Not Used	10.436	.420	1828441
Burglar Alarms in use	24.192	4.500	2669347
Not Used	10.452	.200	2067222
Attendance by Guards on Alarm	32.023	8.000	2241081
Not Used	10.479	.500	2495488
Special Lighting etc used	19.600	3.250	2804522
Not Used	11.707	.150	1932046
Window Protection used	18.613	3.200	2327767
Not Used	13.158	.400	2408802
Equipment I.D. Numbers used	18.209	1.999	1638583
Not Used	14.202	1.050	3097985
None of These	5.834	.000	292572
At least One	17.226	2.000	4443996
Total Businesses	15.372	1.200	4736568

Summary of Sample Characteristics

Appendix 1

Summary of Sample Characteristics

The purpose of doing a sample survey is to obtain estimates of the characteristics of the community as a whole, without the enormous costs of having to ask each and every member of the community. The actual business community is comprised of businesses of many different types and sizes. However, by far the majority of businesses in Australia are small - i.e. they operate with only a small number of staff. On the other hand, the few businesses which do employ larger numbers of people are often of major importance in the community. Our sample needs to have a representative number of these larger businesses if we are to be able to say anything about crimes occurring at this end of the business scale.

If we were to obtain a straight sample of, say, one business in every five hundred, we would end up with a sample which is almost entirely composed of premises with ten or fewer employees. We would have so few of the larger types of businesses that we could not have regarded them even collectively as representative. So, in fact, we deliberately bias our sample to collect a greater proportion of larger businesses, and then have to "adjust" the figures later to bring the sample back into balance with the proportions of the real business community. *This section describes the characteristics of the sample and the data should not be used as if they represent estimates of the characteristics of the whole business community.*

The sample of 966 business premises was split into five industry sectors and three size categories as shown in Table A1.

Table A1. The Sample by Industry Sector and Staffing Numbers

Size (No. of staff)	Small 1-10	Medium 11-49 11-99		Large 50+ 100+		Total
Industry Sector						
Retail (Food)	79	70		35		184
Retail (other)	125	55		30		210
Primary Industry	117	47		23		187
Tourism/Recreation	81	70		28		179
Manufacturing	99		84		23	206

Table A2. The Sample as Proportion of Actual Numbers of Business Premises in Each Category

Size (No. of staff)	Small 1-10	Medium		Large		Total
		11-49	11-99	50+	100+	
Industry Sector						
Retail (Food)	1/371	1/40		1/10		1/176
Retail (other)	1/596	1/142		1/23		1/395
Primary Industry	1/819	1/49		1/19		1/527
Tourism/Recreation	1/440	1/131		1/44		1/257
Manufacturing	1/346		1/145		1/66	1/233

Table A2 above shows comparisons of this sample with the actual business population of Australia. The larger businesses, although fewer in number in our sample than the small and medium businesses, are, in fact, considerably over-sampled in relative terms. Nevertheless, judging by an analysis of businesses which refused to participate, the sector most likely to be deficient is the large chain-store type of business, several of which told interviewers that they do not allow branch managers to participate in surveys of this type. There may be other ways of obtaining data from these businesses - e.g. through contact with head office management - initial contacts seem promising.

As was a condition of participation in our sample, all of the businesses contacted had been at their current premises since at least 1 January 1992. Two-thirds operated only from the premises contacted, while a third had other premises. Two-thirds of the retailers with other premises were parts of retail chains. One-third of respondents operated in a town or city centre, 45 per cent in another built-up area and 21 per cent elsewhere. Just under half were in a specialised commercial area, such as an industrial estate or shopping precinct.

Problems facing Businesses in General

Respondents were first asked some general questions about problems affecting businesses in their neighbourhood. A quarter of businesses mentioned parking as a problem - only half of those saying it was a serious problem for them. Even fewer said that noise posed problems for them. Over a third, however, said that children damaging things cause them problems - mostly slight. Forty-three per cent mentioned litter as a problem and 37 per cent mentioned teenagers hanging around. A quarter of businesses had trouble with pollution or fumes around their premises and 30 per cent criticised poor public facilities such as street lighting or public transport. In contrast to all these, 65 per cent of businesses had a crime problem - 11 per cent saying it was serious.

Table A3. Seriousness of Problems Facing Businesses

Seriousness	No Problem	Slight Problem	Fairly Serious	Serious	Total
Problems (% of Businesses)	%	%	%	%	%
Parking	74	12	7	7	100
Noise	78	16	4	2	100
Litter	57	35	5	4	100
Pollution	73	20	4	2	100
Poor public facilities	70	18	7	5	100
Children damaging things	62	31	4	3	100
Teenagers hanging around	63	26	6	5	100
Crime in and around premises	35	38	14	11	100

When asked whether, in general, crime problems at the premises had increased, decreased or stayed the same over the last two or three years, 65 per cent said it was unchanged, 11 per cent said it had decreased and 23 per cent said it had worsened.

Crimes occurring in 1992

Respondents were next asked about incidents of crime occurring at the premises or to employees elsewhere while on duty, and about annual costs incurred. The results are summarised below:

Table A4. Types and Costs of Crimes Occurring in 1992

Crime Type	% of businesses victimised	Most Common \$ loss for 1992
Burglary	36	< \$500
Damage/Vandalism	24	< \$500
Motor Vehicle Theft	6	\$10,001-\$50,000
Thefts from Vehicles	13	< \$500
Other Theft	33	n/a
Fraud by employee	6	< \$500
Fraud by outsider	20	< \$500
Robbery	2	< \$500
Assaults on employee	15	n/a

Sixty-nine per cent of sampled businesses where retail trading took place had experienced thefts by **customers**, including shoplifting. The total value of goods stolen during the year was most likely to be under \$500, but the highest figure given was between \$100,001 and \$500,000. Just under half of these incidents were reported to the police. Of those which were not reported, 38 per cent were "not serious enough", 37 per cent had "not enough evidence/proof", and in 18 per cent of cases the police "couldn't have done anything about it".

Of the 293 businesses in which more than one person was employed, 36 per cent stated that money and/or goods had been stolen by an **employee** or employees during 1992. Again, the total value of goods stolen during the year

was most likely to be under \$500, but the highest figure given was between \$50,001 and \$100,000. A third of these incidents were reported to the police. Of those which were not reported, 23 per cent were "not serious enough", 43 per cent had "not enough evidence/proof", and in 21 per cent of cases the police "couldn't have done anything about it". In 10 per cent of cases, it was thought to be "an internal matter" or inappropriate to involve the police.

Twenty-five per cent of businesses had experienced thefts by **outsiders**, i.e. persons other than employees and customers. The total value of goods stolen during the year was most likely to be under \$500, but the highest figure given was between \$100,001 and \$500,000. A further 15 per cent had had incidents of theft in which the identity of the thief was unknown. The total value of goods stolen in such circumstances during the year was most likely to be under \$500, but the highest figure given was between \$10,001 and \$50,000.

The total loss from "leakage", "shrinkage" and crime for 1992 averaged around \$8,000 for each business premises. One respondent, however, claimed losses of over \$9 million for the year. Leakage and shrinkage are terms which describe stock losses not directly attributable to crimes, but unexplainable in any other way. Only 42 per cent of businesses were untouched by problems of this type.

Fraud by an employee, defined as someone cheating the company in terms of diverting funds, goods or services to their own purposes while working for the company, occurred to 6 per cent of businesses during 1992. Amounts involved ranged from zero to over \$100,000, with the most likely figure being below \$500. Thirty per cent of these incidents were reported to police. Of those which were not reported, 15 per cent were "not serious enough", 20 per cent had "not enough evidence/proof", and in 15 per cent of cases the police "couldn't have done anything about it". In 22 per cent of cases, it was thought to be "an internal matter" or inappropriate to involve the police, and a wide range of other reasons were mentioned.

Fraud by an outsider, defined as cheque or credit card fraud or under-deliveries by a customer, distributor or supplier, occurred to 20 per cent of businesses during 1992. Amounts involved ranged from zero to over \$100,000, with 38 per cent of losses being greater than \$1000.

Only 2 per cent of businesses experienced a robbery - that is, theft using force or the threat of force, during 1992. Included in this category were incidents of robbery of money/goods belonging to employees while on duty, either at or away from the premises, as well as incidents where money/goods belonging to the company itself were the target. Only 20 per cent of these incidents involved sums greater than \$2500.

Fifteen per cent of businesses experienced threats or attacks on their staff during the course of business either at the premises or elsewhere. Only 1 per cent of businesses experienced an attempt to bribe or extort money from the company or its employees during 1992. This includes attempts to obtain

"protection used money", threats of product contamination and corruption by government officials.

Differences between Industries' Victimisation Patterns

Clear differences emerged between the patterns of victimisation experienced by the different industry types in the sample, and initial impressions suggest that, as one would expect, the business characteristics play a large part in determining the types of crimes which occur. The results are summarised below.

Table A5. Percentages of Sample Victimised, by Type of Incident and Industry Sector

	Sector of Industry					Total
	Retail Food	Retail Non-Food	Manufacturing	Primary Industry/Recreation	Tourism	
	%	%	%	%	%	%
Burglary/Attempts	51.4	41.9	55.6	55.6	62.3	52.7
Malicious Damage	41.2	41.3	22.6	23.6	42.8	35.8
Company Vehicles Stolen	2.0	10.0	9.8	8.3	2.9	6.5
Theft from Vehicle	8.8	13.8	19.5	18.1	10.9	13.7
Theft (Overall)	57.4	62.5	36.1	31.9	46.4	49.2
- Theft by Customers	34.5	49.4	9.8	2.8	13.8	25.2
- Employee Theft	26.4	14.4	15.0	12.5	10.1	16.1
- Outsider Theft	11.5	11.9	12.8	9.7	13.0	12.0
- Theft, Unknown Offender	6.8	8.8	6.0	0.0	10.1	7.1
Fraud by Employee	12.2	3.8	9.0	12.5	8.0	8.6
Fraud by Outsider	13.1	36.3	25.6	15.3	34.1	30.1
Robbery	6.1	2.5	3.8	2.8	2.9	3.7
Employees Assaulted	30.4	22.5	12.0	16.7	29.0	22.9
Bribery/Extortion	2.7	2.5	1.5	1.4	0.7	1.8

Crime Prevention Activities

A number of different techniques can be used to minimise opportunities for crime on business premises. What is useful for one type of business may not work for another. Several different measures in combination may be sensible in most circumstances to guard against the many different types of risk. The following crime prevention measures are all adopted by significant percentages of businesses:

Table A6. Crime Prevention Measures

Crime Prevention Measure	% of Respondents
Special security lighting	59
Caretaker on premises or security patrols out of hours	51
Burglar alarm system	50
Special window Protection used, e.g. shatterproof glass, bars, grating, locks	46
Entry Control during business hours, e.g. gatekeeper, receptionist	40
Security measures used Alert alarm systems	35
Valuable equipment marked with ID Numbers used	32
None of These	9

Sources of Advice on Security

Respondents were asked to whom they looked for information and advice on crime prevention. Significantly, perhaps, over a quarter of respondents said that they did not seek or did not need such advice. Again, cross-tabulations with type of business and type of circumstances will provide much more interesting reading.

Table A7. Sources of Advice on Security

Source of Advice	% of Respondents
Recognised Security Firm	39
Insurance Company	31
Police	28
Own security officer	17
Parent company	15
Other managers at these premises	12
Other person/organisation	4
Don't bother/None of these	28

Satisfaction with Police

In general, business managers were satisfied with police in their dealings with the crime problems facing businesses in their neighbourhood. Seventy per cent were satisfied or very satisfied, compared with only 14 per cent dissatisfied, with 12 per cent neutral on the question:

Table A8. Satisfaction with Police

Satisfaction with Police	% of Respondents
Very Satisfied	26
Fairly Satisfied	44
Neutral	12
Fairly Dissatisfied	9
Very Dissatisfied	5
Don't Know	4

Other Issues in Brief

One-third of businesses said their security costs were nil or negligible. Almost half spent less than \$10,000 per year on security, excluding insurance costs. One respondent spent over \$9 million in 1992. Twenty-two per cent of respondents were aware of local cooperative action to prevent crime, such as shared security rounds or business watch systems, and 78 per cent of those aware of such schemes participated in them. Twenty per cent of businesses had had contact during the year with police about crime problems or crime prevention, other than in reporting crime. In addition, 6 per cent had contacts with their local authority about such matters.

Multivariate Analyses of Perceptions, Incidence and Risk Factors of Crimes against Businesses

With analyses prepared by Professor Joanna Shapland and Dr Maria Leitner,
Institute for the Study of the Legal Profession,
The University of Sheffield, U.K.

Appendix 2.

Multivariate Analyses of Perceptions, Incidence and Risk Factors of Crimes against Businesses.

In a report such as this, it is not possible to include all the many analyses of the data that one would perhaps like to see. This section presents a selection of multivariate analyses which may help to explain some of the associations suggested by the tables in previous sections. The author is extremely grateful to Professor Joanna Shapland and Dr Maria Leitner of the Institute for the Study of the Legal Profession, the University of Sheffield, U.K. for the three models produced and described below. The limited resources available to the Australian Institute of Criminology clearly precluded this form of analysis in the time available prior to the publication deadline, and Professor Shapland's generous offer of help at The Hague meeting in late December was quickly accepted.

Firstly, the tables below show the links between crime incidence variables themselves, through a correlation matrix and the results of a factor analysis with varimax rotation. The six factors which emerge from the factor analysis are fairly evenly matched in terms of the percentage of the variance explained, suggesting that crime against business does not have any strong single paradigm, but several separate and different patterns. For example, crimes involving motor vehicles show understandably different patterns of incidence from other types of crime but correlate highly together and constitute the fourth significant factor explaining 9 per cent of the variance. Offences such as these frequently occur away from the premises and are therefore unlikely to reflect locality, business or premise-specific factors to the same extent as other types of crime.

The factor which explains the greatest proportion of the variance appears to involve a mixture of external and internal problems, with both vandalism and "other" thefts being examples of offences committed by individuals unconnected with the business itself ("other" thefts are those committed by people other than employees and customers), while the third type of offence connected with this factor was fraud by employees. It is highly speculative to draw conclusions from this type of data, but the connecting factor between these three may be a local climate of dishonesty and alienation to the business or to society in general.

The second factor links the offences of burglary and robbery. This combination is easier to explain as both are dependent upon the attractiveness of the cash and/or goods on the business premises as a target of the determined offender.

Both offences are generally premeditated as opposed to opportunistic, with the offender specifically choosing premises from which valuable goods may be obtained. Neither offence depends upon the offender's having any relationship with the business, e.g. as an employee or as a customer.

The third factor links thefts by customers with "other" fraud (that is fraud other than by employees). The link may be the circumstances of the businesses - particularly retailing businesses which operate largely on a cash or credit card basis. Current retailing practices in some sectors may leave businesses wide open to both shop thefts and credit card abuse.

The fifth factor, explaining 8 per cent of the variance, links assault on staff *negatively* with the incidence of bribery/extortion. These two types of offence are virtually uncorrelated and the incidence of bribery/extortion is extremely low, so their linkage in this rotated factor is probably artificial and the involvement of bribery/extortion in the factor can probably be ignored. Assaults on staff, however, are not in themselves particularly rare and their incidence has significant correlations with several other types of offence, particularly burglary, vandalism, thefts from cars, thefts by customers, and robberies - possibly occurring in the course of these other types of incident. The existence of this separate factor suggests that some types of assault on staff are unconnected with these other types of crime. Again, one can only speculate, but these may include assaults by intoxicated persons, which are particularly prevalent in the tourism/recreation industry, according to police statistics and anecdotal evidence.

The final factor produced by this analysis links theft by employees with "unidentified" thefts, and this statistical linkage may suggest that employees may be responsible for many unidentified thefts. The incidence of unidentified theft correlates better, however, with the incidence of thefts by customers than it does with thefts by employees, suggesting that there are two different patterns of incidence of employee theft - one associated with the unidentified thefts and one associated more with patterns of customer theft.

Correlation Coefficients between Crime Incidence Variables

	Burglary	Vandalism	Car Theft	Theft from car	Theft by Customers	Theft by Employees	Other Thefts
Burglary	1.0000	.1997**	.0782*	.1470**	.0220	.0115	.0129
Vandalism	.1997**	1.0000	.0896**	.0321	.1753**	.0711*	.4916**
Car Theft	.0782*	.0896**	1.0000	.2215**	-.0205	-.0070	-.0063
Theft from car	.1470**	.0321	.2215**	1.0000	.0006	-.0038	-.0033
Theft by Customers	.0220	.1753**	-.0205	.0006	1.0000	.1146**	.0201
Theft by Employees	.0115	.0711*	-.0070	-.0038	.1146**	1.0000	.0024
Other Thefts	.0129	.4916**	-.0063	-.0033	.0201	.0024	1.0000
Unidentified Thefts	.0080	-.0030	-.0071	-.0057	.0177	.0004	-.0019
Fraud by Employee	.0011	.1565**	.0545	-.0087	-.0051	.0336	.3086**
Other Fraud	.0065	.1467**	-.0226	.0000	.2138**	.0017	.1752**
Robbery	.4691**	.0042	-.0159	-.0028	.0675*	.0650*	-.0043
Assault on Staff	.0835**	.1492**	-.0037	.1444**	.1128**	.0023	.0165
Bribery/Extortion	.0900**	-.0073	.0609	.0658*	.0081	.0251	-.0017

* Significant at the .05 level. ** Significant at the .01 level. (2-tailed tests).

Table continues over page

	Unidentified Thefts	Fraud by Employee	Other Fraud	Robbery	Assault on Staff	Bribery/ Extortion
Burglary	.0080	.0011	.0065	.4691**	.0835**	.0900**
Vandalism	-.0030	.1565**	.1467**	.0042	.1492**	-.0073
Car Theft	-.0071	.0545	-.0226	-.0159	-.0037	.0609
Theft from car	-.0057	-.0087	.0000	-.0028	.1444**	.0658*
Theft by Customers	.0177	-.0051	.2138**	.0675*	.1128**	.0081
Theft by Employees	.0004	.0336	.0017	.0650*	.0023	.0251
Other Thefts	-.0019	.3086**	.1752**	-.0043	.0165	-.0017
Unidentified Thefts	1.0000	.0017	-.0096	-.0057	-.0065	-.0023
Fraud by Employee	.0017	1.0000	.0547	-.0079	-.0059	-.0036
Other Fraud	-.0096	.0547	1.0000	.0369	.0367	.0618
Robbery	-.0057	-.0079	.0369	1.0000	.0688*	.0384
Assault on Staff	-.0065	-.0059	.0367	.0688*	1.0000	.0011
Bribery/Extortion	-.0023	-.0036	.0618	.0384	.0011	1.0000

* Significant at the .05 level. ** Significant at the .01 level. (2-tailed tests).

FACTOR ANALYSIS: Rotated Factor Matrix of Crime Incidence Variables

	FACTOR 1	FACTOR 2	FACTOR 3	FACTOR 4	FACTOR 5	FACTOR 6
Burglary	.08293	.84662	-.02047	.16550	.02618	-.02102
Vandalism	.69363	.13210	.26717	.12291	.22944	.04168
Car Theft	.10325	-.02683	-.11228	.71704	-.15055	.06997
Theft from car	-.04863	.05608	.02436	.75973	.15257	-.04343
Theft by Customers	-.02973	.01796	.72617	-.03122	.16327	.24195
Theft by Employees	.02021	.05490	.19700	.00307	-.14467	.78561
Other Thefts	.83567	-.01077	.10025	-.04440	.02630	-.08237
Unidentified Thefts	.01688	-.01943	-.10745	.00904	.09856	.50820
Fraud by Employee	.64640	-.03638	-.13322	.01071	-.14351	.08902
Other Fraud	.18099	-.02102	.68749	-.07618	-.15176	-.21747
Robbery	-.04173	.85424	.03151	-.11679	-.02000	.04376
Assault on Staff	-.03147	.11940	.28348	.25944	.65155	-.08051
Bribery/Extortion	-.06952	.13005	.28227	.28837	-.65897	-.11126
Eigenvalue	1.88362	1.52096	1.25947	1.16675	1.04035	1.00933
% of Variance	14.5	11.7	9.7	9.0	8.0	7.8
Cumulative %	14.5	26.2	35.9	44.9	52.9	60.6

Note: Bolding indicates variables with significant factor loadings.

Three Multivariate Models of Crime Incidence

In the following three regression-based models, each type of victimisation is modelled against a set of independent (potentially causal) variables. The analyses are performed on unweighted data because weighting itself produces odd effects in regression models.

The dependent variables measuring crime incidence are all recoded as 0 = "no incident in 1992"; 1 = "single incident in 1992"; 2 = "multiple incidents in 1992". The first dependent variable considered is assault on staff and robberies, combined into a single variable called "Assault/Robbery". The second independent variable represents frauds, both by employees and by others, and is called "Fraud". The third independent variable is thefts of and from cars ("Vehicle Crime"), while the fourth is "Burglary". All incidents of non-vehicle theft, whether by customers, employees, others or unidentified, are

combined to form the fifth independent variable ("Thefts"). Finally, the model is applied to a variable combining all crime types ("Total Crime").

Model 1.

The independent variables for this model are those which describe the business premises themselves:

Variable:	Label in Model Description
Size of Business (entered as 1=Small/2=Medium/3=Large)	"Size"
Sector of Industry (entered as 0=No/1=Yes for each of the five sectors)	"Sector"
Number of Paid Employees	"Workforce"
Total Floor Area	"Floorspace"
Location (entered as 0=No/1=Yes for city centre, suburban, other)	"Location"
Type of Area (1=Special Business Zone/2= Not Special Zone)	"Area"
Perception of Local Crime (1=Serious/2=Fairly Serious/3=Slight Problem/4=No Problem)	"Crime"
Change in Perception of Local Crime (1=Increased/2=Unchanged/3=Decreased)	"Crime Trend"
Security Measures (0=No measures taken/1=one or more measures taken)	"Security"
Annual Costs of Security	"Security Costs"
Selected Neighbourhood Problems (0=None/1=Not Serious/2=Serious Problem)	"Neighbourhood Problems"

The results are summarised as follows:

Dependent Variable	Independent Variables in Final Model (i.e. potential cause/effect)	% of Variance Explained
Assault/robbery increases with	Increasing "Security Costs" Seriousness of "Neighbourhood Problems" Sector = "Retail Food" Increasing "Size" "Crime Trend" upwards	10%
Fraud increases with	Seriousness of "Neighbourhood Problems" "Crime Trend" upwards Sector other than "Primary Industry" Increasing "Size" Seriousness of local "Crime" problem	8%
Vehicle crime increases with	Increasing "Workforce" Seriousness of local "Crime" problem Sector = "Retail Food"	5%
Burglary increases with	Seriousness of local "Crime" problem Increasing "Security Costs" Sector = "Tourism/Recreation" Sector not "Retail Other" "Crime Trend" upwards Suburban "Location"	23%

Table continues over page

Thrift increases with	Seriousness of local "Crime" problem Sector = "Retail Food" or "Retail Other" "Crime Trend" upwards Seriousness of "Neighbourhood Problems" Increasing "Workforce"	17%
Total Crime increases with	Seriousness of local "Crime" problem Increasing "Workforce" Sector not "Primary Industry" or "Manufacturing" "Crime Trend" upwards Seriousness of "Neighbourhood Problems" Increasing "Security Costs"	34%

This model is therefore quite good at explaining the experience of crime in general; with regard to particular types of crime it is best at accounting for the experience of burglary and theft. The final models are similar for all dependent variables. For assault/robbery, security costs increase with increasing incidence of the crime. Increasing perceptions of local crime levels and the presence of other neighbourhood problems increase the chance of assault. Sector of industry does affect the outcome, the tendency being for the retail food industry to be more likely to suffer this crime. Larger businesses are more likely to be victims than smaller businesses.

Local problems, perceptions of increasing levels of crime and high absolute levels of local crime also increase the likelihood of experiencing fraud - perhaps unexpectedly. Larger businesses are more likely to be victims than smaller ones, and primary industry businesses are less likely than others to experience frauds.

The least successful model was that explaining the incidence of vehicle crimes. The more paid employees, the greater the likelihood of this crime, which probably has more to do with vehicle ownership than with staffing per se. Vehicle crimes occur more frequently in areas of perceived high crime levels. The retail food businesses seem less at risk than others.

Burglary was the most successful model. High perceptions of local crime levels and perceptions of increasing crime in the neighbourhood increased the chances of victimisation. This resulted in higher costs of security. Tourism related businesses were most likely to be victims, while non-food retailers were least likely. Being sited in a suburban centre increased the risks of burglary relative to those in town or city centres. Similar patterns occur for theft. High perceptions of local crime levels and perceptions of increasing crime in the neighbourhood increased the chances of victimisation, as did the presence of other neighbourhood problems. Thefts were more likely in businesses with large workforces, and both food and other retailers were at high risk.

Looking at the overall crime experience, the selected independent variables very successfully accounted for differences in victimisation, accounting for over a third of the variance. As suggested by the models of individual types of

crime, high perceptions of local crime levels, perceptions of increasing crime in the neighbourhood, and the presence of other neighbourhood problems all increased the chances of victimisation. The larger the number of paid employees the greater the risks. The consequences are seen in the form of increased costs of security. Primary industries and manufacturing premises seem overall less likely than others to be victimised.

Model 2.

The independent variables for this model are those which describe the businesses' security measures. They are coded 1 for each measure used at the premises and zero where not used:

Variable:	Label in Model Description
Entry Control during business hours	"Entry Control, business hours"
Security patrols after business hours	"Security, after hours"
Burglar alarms	"Burglar alarms"
Attendance by guards on alarm	"Security responds to alarm"
Special lighting etc	"Special lighting etc"
Window Protection, e.g. bars, locks	"Window Protection"
Equipment marked with Identification Numbers	"I.D. Numbers"

The results are summarised as follows:

Dependent Variable	Independent Variables in Final Model (i.e. potential cause/effect)	% of Variance Explained
Assault/robbery increases with	"Security responds to alarm" "Security, after hours"	3%
Fraud increases with	"Burglar alarms"	2%
Vehicle crime increases with	"Security responds to alarm"	1%
Burglary increases with	"Burglar alarms" "Security, after hours" "Window Protection" "Entry Control, business hours"	6%
Theft increases with	"Security responds to alarm" "Window Protection" "Special Lighting" "Security, after hours"	4%
Total Crime increases with	"Burglar alarms" "Security, after hours" "Window Protection" "Special Lighting"	10%

The direction of association between security measures and victimisation suggests that the former are a response to the latter rather than accounting for

the variance by reducing victimisation. (Note that the other variables such as size and sector were not controlled for here). The model was clearly less successful than the general models presented above. It accounted for around a tenth of the variance overall, and rather less for individual crimes. The response best associated with assault/robbery was for guards to attend when alarms were set off along with the installation of security after business hours. The sole factor associated with fraud was the greater likelihood of having a burglar alarm, and the strength of this association was almost negligible. Similarly, virtually none of the variance in vehicle related crimes was accounted for by the security measures taken, although companies victimised in this way were more likely to have responded by having security guards attend on an alarm.

The most successful model again was for burglary, where responses included having burglar alarms, security after business hours, window protection and entry control during business hours. Responses to the incidence of theft were similar: - companies victimised in this way were more likely to have guards who would attend on an alarm, window protection, special lighting and after hours security. Overall, victims of crime seem more likely to have installed burglar alarms, after hours security, window protection and special lighting.

Model 3.

The independent variables for the third model are the potential neighbourhood problems to be found around the premises. They are coded 1 for each problem which affects the premises or zero if it does not:

- "The parking facilities are poor"
- "There are noise problems"
- "There are children damaging things"
- "There is litter"
- "There are teenagers hanging around"
- "There is pollution/fumes"
- "Public services are poor"

The results are summarised as follows:

Dependent Variable	Independent Variables in Final Model (i.e. potential cause/effect)	% of Variance Explained
Assault/robbery increases where	"There are children damaging things" "There is pollution/fumes"	6%
Fraud increases where	"There are teenagers hanging around" "Public services are poor" "There is litter"	3%
Vehicle crime increases where	"There are children damaging things"	1%

Table continues over page

Burglary increases where	"There are teenagers hanging around" "There are children damaging things" "The parking facilities are poor"	8%
Theft increases where	"There are teenagers hanging around" "There are children damaging things" "There is litter"	8%
Total Crime increases where	"There are teenagers hanging around" "There are children damaging things" "There is litter" "The parking facilities are poor" "Public services are poor"	13%

This model accounted for a similar proportion of the variance as Model 2. The direction of association between these factors and victimisation suggests however that in Model 3 we are looking at risk factors predisposing towards victimisation. (Again note that the other variables are excluded from this model).

Victimisation involving assault seemed more likely in an area where children damaging things were a problem and also where pollution or fumes were a problem (possibly an indication of an older or run-down type of area or sector of industry). Fraud seemed more likely for businesses in areas where teenagers were hanging around, where public services were poor and where litter is a problem. As previously, vehicle crimes were very poorly accounted for by this model, with areas where children were damaging things being the most likely to be victimised.

Burglary and theft were again the most successfully explained crimes, with burglary associated with teenagers hanging around, children damaging things and poor parking facilities, while thefts were more common in areas with a litter problem. For crime generally, the risk factors were teenagers hanging around, children damaging things, litter, poor parking facilities and poor public services.

In conclusion, these three models of crime incidence do not necessarily tell us what *causes* crime against business, or what *succeeds* in the fight against crime against businesses. However, they do appear to suggest a range of specific factors which are associated with certain types of crime, including some of the characteristics of the businesses themselves, their responses to crime, and the characteristics of the neighbourhoods they operate in. Even if we do not know the causes of crime, it helps to know what sorts of businesses and what sorts of neighbourhoods to look at, in order to best direct our crime prevention efforts and those of the public agencies including the police. And even if we do not know what types of security measures actually work to reduce crime, it is useful to know something of the methods that businesses actually employ in response to the threat or actuality of crime. The study of crimes against business has really only just begun. This has been step one.

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