



National Retail Association

SAFE RETAIL PRECINCTS

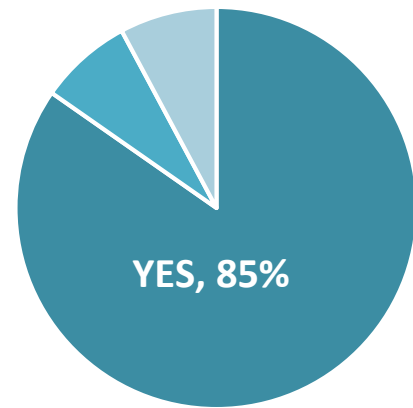
RETAIL THEFT - VERBAL & PHYSICAL AGGRESSION RETAILER SURVEY

In response to retailers reporting an increase in both verbal and physical aggression accompanying retail theft, the SafeCity Network conducted a survey of Brisbane retailers to better understand the issue.

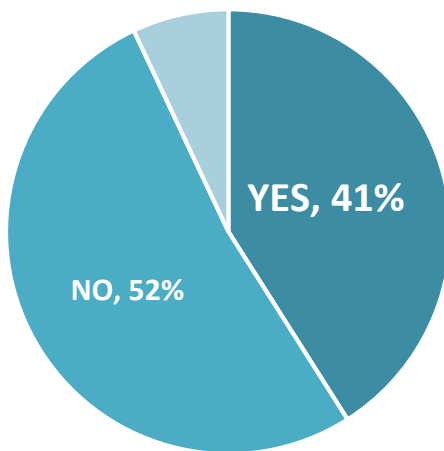
85% of retailers experience
verbal abuse while trying to prevent theft

Q. In the course of attempting to prevent theft during the last 12 months, such as asking to perform a bag check, confronting a shoplifter or refusing a refund where you believe the goods have been stolen, have you or any member of your team, experienced verbal abuse?

VERBAL ABUSE



PHYSICAL ABUSE



41% of retailers experience
physical abuse while trying to prevent theft

Q. In the course of attempting to prevent theft during the last 12 months, such as asking to perform a bag check, confronting a shoplifter or refusing a refund where you believe the goods have been stolen, have you or any member of your team, experienced physical abuse?

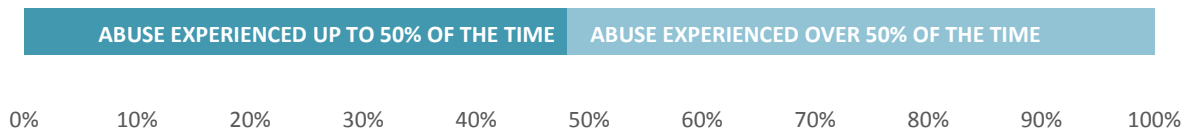


FREQUENCY OF ABUSE

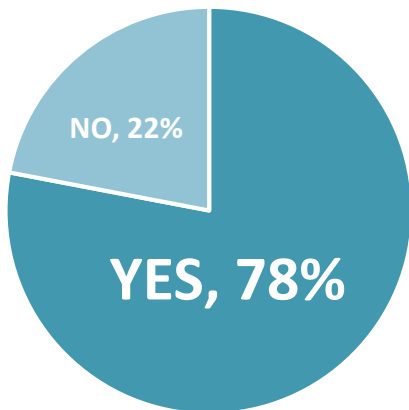
52% of retailers are abused in over 50% of all retail theft incidents

0% of retailers **NEVER** experience abuse while preventing theft

Q. How often would you say that some form of abuse (whether verbal or physical) accompanies instances of retail theft



IS ABUSE INCREASING?

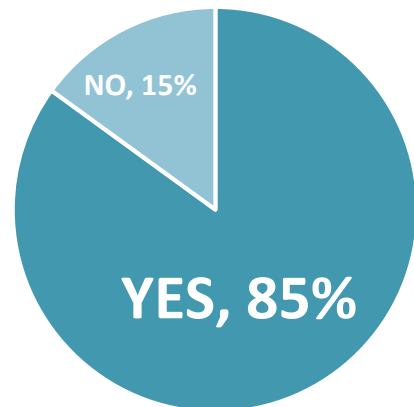


78% of retailers believe abuse is increasing.

Q. In general, do you feel that verbal or physical abuse targeted at retailers is increasing?

BUSINESS PROFITABILITY AFFECTED?

85% of retailers believe their business profitability is affected by having to implement theft prevention measures.



Q. Do you feel that your business profitability is affected by the need to implement measures such as 'over-servicing' or 'baby-sitting' suspected shoplifters or identified regular offenders?