

Management Summary

The objective of the Monitor Crime in the Business Sector [Monitor Criminaliteit Bedrijfsleven (MCB)] is to provide insight into the victimisation of companies in the Netherlands and into the measures that these companies take to reduce crime. The MCB makes it possible to discuss the safety of companies and the measures that are necessary to increase the safety of companies based on facts and figures. The MCB examines the developments over the years.

The research questions that underlie the MCB, are:

- What is the nature and extent of criminal activities against companies in the Netherlands?
- What is the nature and extent of the damage that companies suffer due to these criminal activities?
- What preventive measures do companies take to counter criminal activities? What is the reporting behaviour of companies when they are a victim of criminal activities?
- What is the experience and appreciation of companies with regard to the role of the police?
- Are there differences between sectors with regard to the above aspects?
- How does the outcome of this survey compare to the baseline assessment of the Monitor Crime in the Business Sector that was carried out in 2004? Per sector it then concerns in particular the absolute number of companies that are confronted with crime, the total number of offences and the nature of these offences.

In addition, we also provide an answer to the question which percentage of the companies:

- views crime as a problem;
- has taken preventive measures and/or participates in projects;
- registers crime;
- has been confronted with an offence;
- reports an offence to the police;
- is satisfied with the police;
- has been confronted with internal crime and has taken preventive measures.

The survey was conducted in the following five sectors¹ in the Dutch business community:

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

The fieldwork took place from 17 September through 12 December 2007.

¹ In 2004, 2005 and 2006 the study took place in the same five sectors and on the same large scale.

In this summary, we present a comprehensive overview of the results of the survey. The question regarding differences between the sectors is answered separately for each subject. We also focus on differences between the baseline assessment in 2004 and the assessment in 2007. Moreover, in the five sector reports, we also discuss the significant differences between sectors within an industry and between companies with a different geographical location (urban agglomerations and regions).

In the summary table on page 289, you will find the most important figures per sector for 2004, 2005, 2006 and 2007. In addition, the reliability margins have been included that are necessary in order to interpret and compare the figures in the correct manner. By means of an effective sampling and interim adjustment of the sample through variation analyses, it has largely been possible to realise a reliability margins of 10% or lower.

1.1 Nature and extent of criminal activities against companies

The results of the MCB 2007 show that the total number of reported offences has decreased compared to 2004. In 2004, almost three million offences were reported within the sectors constructions, retail, hotel and restaurant, transport and commercial services. In 2007, this amounted to over two million. In particular, the number of burglaries, thefts and violent offences has decreased in many sectors significantly compared to 2004.

One third (32%) of all business locations in the sectors that were examined were confronted with one or several forms of crime (general victimisation²). The retail and the hotel and restaurant sectors are the sectors that are confronted with criminal activities the most. Nevertheless, the general victimisation in the sectors concerned has decreased significantly compared to 2004. In 2004, 49% of the companies in the retail sector were confronted with one or several forms of crime, in 2007 this decreased to 45%. The same applies for the hotel and restaurant sector: in 2004, the general victimisation was 47%, in 2007 this decreased to 43%. The general victimisation also decreased significantly in the other sectors. Commercial services and the construction sector have to deal with criminal activities relatively the ..., respectively 24% and 27% of the business locations are a victim of crime. Within the transport sector, one third (34%) of the companies has been afflicted by crime.

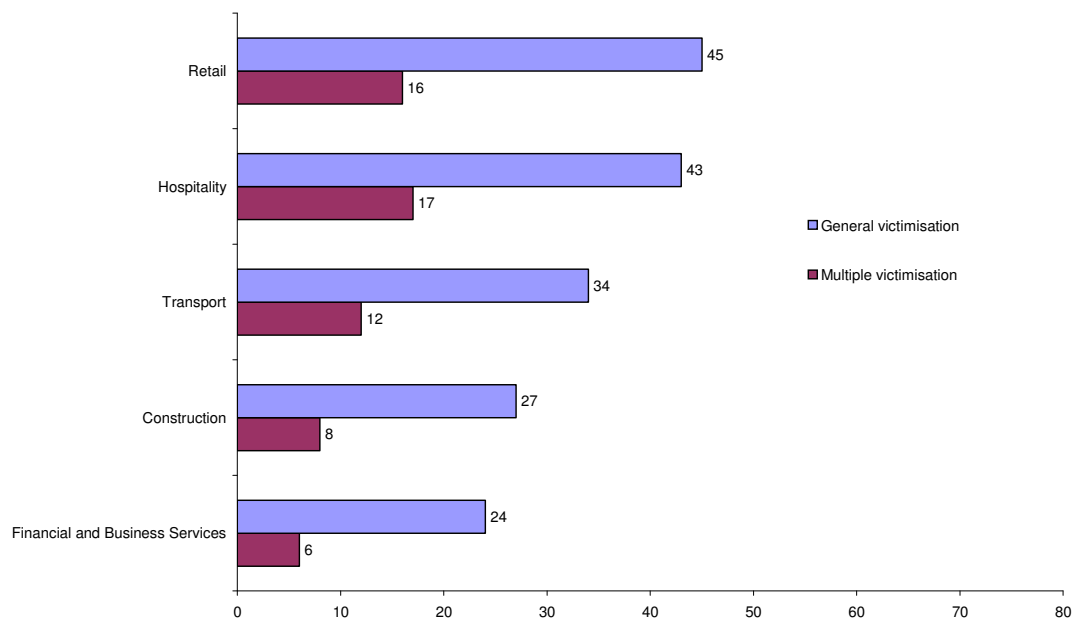
In addition to general victimisation, we also show multiple victimisation in table 1³ For all companies in the examined sectors, 11% of the business locations has been a victim of more than one type of offence. This varies from 6% in commercial services to 17% in the hotel and restaurant sector. Within all sectors, the multiple victimisation decreased compared to 2004. In the sector reports, we also review repeated victimisation in addition to general and multiple victimisation⁴.

² General victimisation: if a company has been the victim one or several times in the past 12 months of an offence.

³ Multiple victimisation: if a business location has been a victim in the past 12 months of different types of offences.

⁴ Repeated victimisation: if a business location has been a victim of an offence in the past 12 month more than once (this concerns one type of offence or various types of offences).

1 General and multiple victimisation in 2007 (in %)



Source: TNS NIPO, 2007

Table 2 on the following page shows that theft in the retail sector, just as in 2004, is the most common form of crime. However, we observe a significant decrease of approximately 526,000 offences compared to 2004. The number of thefts also decreased compared to 2004 in the hotel and restaurant, the transport and the commercial services sector. Significant differences between 2004 and 2007 regarding the number of offences are shown in table 2 on the next page.

In addition, table 2 shows that vandalism in the hotel and restaurant sector and commercial services sector is the most common form of crime. In the construction and transport sector, vandalism decreased in the past year compared to 2004.

The number of burglaries in the past year is all sectors, with the exception of the construction sector, decreased compared to 2004.

Compared to other reported offences, violent offences occurred less frequently. Compared to other sectors, relatively the most companies were afflicted by violent offences (9% of all companies) in the hotel and restaurant sector. In the construction and commercial services sector, violent offences occur the least often. In the retail, hotel and restaurant, transport and commercial services sector the percentage of business that is confronted with violent offences has decreased. This has not changed significantly in the construction sector.

2 Number of offences per sector and type of offence in 2004, 2005, 2006 and 2007 with significant differences between 2004 and 2007

Offence		Constru ction	Retail	Hotel and restaurant	Transport	Commercial services
Burglary	2004	21.000	42.000	12.000	17.000	34.000
	2005	18.000	32.000	10.000	15.000	27.000
	2006	18.000	29.000	9.000	16.000	25.000
	2007	19.000	28.000	9.000	13.000	24.000
	<i>difference</i>	-	-33%	-25%	-24%	-29%
Theft	2004	27.000	1.500.000	49.000	27.000	28.000
	2005	22.000	1.600.000	45.000	16.000	21.000
	2006	24.000	1.200.000	33.000	16.000	20.000
	2007	26.000	974.000	35.000	13.000	21.000
	<i>difference</i>	-	-35%	-29%	-52%	-25%
Vandalism	2004	24.000	86.000	38.000	19.000	47.000
	2005	18.000	88.000	37.000	19.000	38.000
	2006	19.000	89.000	38.000	18.000	39.000
	2007	16.000	92.000	39.000	15.000	46.000
	<i>difference</i>	-33%	-	-	-21%	-
Violence ⁵	2004	2%	7%	10%	7%	4%
	2005	2%	6%	9%	5%	3%
	2006	2%	5%	9%	5%	3%
	2007	2%	5%	9%	5%	3%
	<i>difference</i>	-	-29%	-10%	-29%	-25%

Data based on estimates of respondents.

Source: TNS NIPO, 2007

Figures in bold signify a significant difference compared to 2004.

The difference scores between 2004 and 2007 have been calculated based on figures that have not been rounded off. These can deviate from the difference scores calculated based on rounded-off figures, as shown in this table.

The non rounded-off figures are shown in the sector reports.

The degree in which different forms of crime occur in the five sectors is related to the nature of the sector (see table 3). For instance, retail companies are more often afflicted by theft in comparison to the average in all sectors (27% compared to average 14%). Retail companies – such as, for example, supermarkets and drug stores – are easily accessible and have many convenient products on display. Although the percentage of companies in the retail sector where theft occurs, has decreased compared to 2004, when theft afflicted 32% of the companies in the retail sector. In the other sectors - with the exception of the construction sector – there is also a decrease in the number of companies where theft occurs compared to 2004.

⁵ In view of the limited occurrence of violent offences, it is statistically not sound to provide estimates on the total number of violent offences.

In the transport and construction sector, the number of companies affected by vandalism has decreased. The hotel and restaurant sector were confronted with relatively the largest amount of vandalism, just as in 2004.

For theft, it is the case that the percentage of afflicted business locations in all sectors, with the exception of construction, decreased significantly. As table 2 shows, the absolute number of reported offences in the sector construction is lower; however, this does not concern a significant difference.

The number of locations that was confronted with violence has decreased in the retail, hotel and restaurant, the transport and the commercial services sector.

3 Number of victims per sector and type of offence in 2004, 2005, 2006 and 2007 with significant differences between 2004 and 2007

% companies confronted with		Construction	Retail	Hotel and restaurant	Transport	Commercial services
Burglary	2004	13	15	17	20	11
	2005	13	13	15	18	9
	2006	12	11	13	17	9
	2007	12	11	14	16	8
	<i>difference</i>	-	-27%	-18%	-20%	-27%
Theft	2004	12	32	17	15	6
	2005	11	30	16	12	5
	2006	11	28	15	12	5
	2007	12	27	15	12	4
	<i>difference</i>	-	-19%	-12%	-20%	-33%
Vandalism	2004	12	18	24	17	12
	2005	10	20	24	16	11
	2006	11	18	23	15	10
	2007	10	18	24	13	11
	<i>difference</i>	-17%	-	-	-24%	-
Violence	2004	2	7	10	7	4
	2005	2	6	9	5	3
	2006	2	5	9	5	3
	2007	2	5	9	5	3
	<i>difference</i>	-	-29%	-10%	-29%	-25%

Source: TNS NIPO, 2007

Figures in bold signify a significant difference compared to 2004.

The difference scores between 2004 and 2007 have been calculated based on figures that have not been rounded off. These can deviate from the difference scores calculated based on rounded-off figures, as shown in this table.

The non rounded-off figures are shown in the sector reports.

Top 10 percent of the most afflicted business locations per sector

In this paragraph, we examine business locations that are afflicted by crime the most. To this end, for each sector, we have selected 10 percent of the business locations with the largest number of reported offences. We refer to these groups as the "top 10 percent of the most afflicted companies" and we compare these to business locations that are less afflicted by crime. The aim of this exercise is to discover whether companies that are more afflicted by crime in 2007 have specific characteristics.

General characteristics of the business location

Companies with their own business premises and their own vehicles are more often among the top ten percent of the most afflicted locations. Companies within homes or that are located outside of an urban agglomeration are less frequently part of this group.

Sector-specific characteristics and location

- Within the top 10 percent of afflicted companies within the **construction** sector, public and utility companies and development, road and water companies are more heavily represented. In the **construction** sector, the most afflicted companies are mainly located on the edge of an urban agglomeration.
- Among the top 10 percent of afflicted companies in the **retail** sector, there are many companies that are active in the food, beverages and tobacco retail sector. This concerns drug stores and perfumeries, but also pharmacies and petrol stations. These companies are relatively often located in a shopping centre. We see that among the top 10 percent of afflicted companies relatively many companies are located in shopping centres.
- Within the **hotel and restaurant sector**, hotels and pensions are overrepresented in the top 10 cluster. On the other hand, restaurants are relatively less often than average represented among the top ten percent of afflicted companies. The most afflicted hotel and restaurant companies are more often located in the centre of the city.
- In the **transport** sector, tram and taxi companies are represented in this group more than average. The transport companies with the most offences are relatively often located on an industrial park.
- Within the **commercial services** sector, travel agencies and law firms are more often represented in the top 10 of the most afflicted companies.

Awareness of the problem

Business locations that are often afflicted by crime, also more often view crime as a problem for the business operations. A relatively large number of companies in this group take measures against crime and spend more money on this than average. In addition, they more often register the incidences of crime, they more often request advice and they participate in projects more often.

Victimisation

In addition to single victimisation, multiple victimisation is also higher in this group. The percentage of the most afflicted companies that is confronted with more than one form of offence varies between 68% in the retail sector to more than 80% in the hotel and restaurant and in the transport sector.

Table 4 shows the percentage of offences that are committed within the group of companies that are most afflicted by crime. To the degree that the percentage in table 4 is larger, there is a larger concentration of crime within a relatively small group (top 10 percent) of companies. An example: In the retail sector, 66 percent of all thefts (643,000) are committed in the 10% most afflicted locations and only 34 percent (331,000) in the other locations.

4 Shares of total number of offences among the top 10 percent of the most afflicted companies (%)

% of total number of offences	Burglary	Theft	Vandalism
Construction	28	42	34
Retail	8	66	20
Hotel and restaurant	14	60	44
Transport	28	44	40
Commercial Services	18	45	38

Source: TNS NIPO, 2007

The degree in which the offence occurs above average, varies strongly. The top 10 percent of the most afflicted companies is confronted with *theft* more often than average. For the retail and hotel and restaurant sector, 66% and 60% of all thefts are committed within the top 10 most afflicted business locations. The majority of thefts take place in a limited number of locations.

In most sectors (with the exception of the retail sector) almost one fifth (18%) up to more than one quarter (28%) of the *burglaries* take place among the top 10 companies with the most burglaries.

Among the top 10 most afflicted companies, one fifth (20% of the companies in the retail sector) up to more than four out of ten (44% of the companies in the hotel and restaurant sector) incidences of vandalism occur among the top 10 percent of the companies.

1.2 Damage as a result of crime

In order to quantify the costs of crime against companies, we taken into account both direct and indirect damage. The total amount of damage in all sectors combined amounts to *approximately 565 million euros*⁶. The total damage caused by crime thus decreased compared to 2004 (then 686 million euros). This is a reduction of 18%.

In table 5, it can be seen that in particular the retail sector has a relatively large share in the total damage amount, theft and burglary form the largest cost item for this sector. When there is a significant decrease of the estimated damage in 2007 compared to 2004, this is shown in the table in percentages.

⁶ This does not include the damage caused by violent offences.

5 Damage amounts per sector and per offence, in millions of euros* - 2004, 2005, 2006 and 2007

Damage in millions of euros		Construction	Retail	Hotel and restaurant	Transport	Commercial services
Burglary	2004	55	89	18	36	84
	2005	57	79	18	25	74
	2006	52	75	17	26	66
	2007	54	77	19	25	63
	<i>difference</i>	-	-13%	-	-31%	-25%
Theft	2004	40	146	12	22	33
	2005	35	141	12	18	27
	2006	40	120	11	15	25
	2007	41	114	11	17	22
	<i>difference</i>	-	-22%	-	-23%	-33%
Vandalism	2004	15	34	12	10	24
	2005	15	34	10	9	22
	2006	15	30	10	7	20
	2007	14	32	11	8	22
	<i>difference</i>	-	-	-8%	-20%	-
Other	2004	9	11	2.3	4	30
	2005	5	11	2	4	21
	2006	7	10	2	3	18
	2007	5	9	2	3	16
	<i>difference</i>	-	-	-	-	-47%
Total 2007		114	232	43	53	123
Total estimated damage in 2004: 686 million euros.						
Total estimated damage in 2007: 565 million euros.						

* Data based on estimates of respondents in the survey.

Source: TNS NIPO, 2007

Figures in bold signify a significant difference compared to 2004.

1.3 Preventive measures

By far the most companies appear to be very aware of the fact that they could be a victim of crime (table 6). Of all sectors, three quarters (75%) of the companies take preventive measures. Of all construction companies this is 64%. In the four other sectors, this share is higher (retail 81%, services 75%, hotel and restaurant 76% and transport 71%).

Companies often take technical measures. The table below shows that companies often opt for installing an alarm. Many companies often install extra locks on the doors.

6 Percentage of companies that take preventive measures, and percentage of companies that apply the measures listed below, 2007 (top 3 shaded grey)

	Construct ion	Retail	Hotel and restaurant	Transport	Commercial Services
Takes preventive measures	64%	81%	76%	71%	75%
Alarm loud	39	53	52	46	51
Alarm silent	26	42	39	34	36
Extra locks	33	25	27	22	32
Extra heavy hinges and locks	19	13	13	11	19
Fences	23	11	6	23	7
Security service / gatekeeper	10	10	11	15	12
Extra lighting	12	8	8	11	8
Cameras / infrared	9	26	25	20	10

Source: TNS NIPO, 2007

The number of companies seeking advice on combating crime varies per sector and increases as the seriousness of the problem increases.

In 2007, 18% of the companies sought advice compared to 19% in 2004. In the sectors construction and transport, the number of companies that have sought advice did not decrease, this remained the same. However, in the retail, hotel and restaurant and commercial services sector, the percentage of companies seeking advice on preventing crime decreased. The *nature* of the advice mainly concerned electronic security and the prevention of theft.

Companies that are afflicted the most by crime (top 10 percent) seek advice more often than average, this concerns twice as many companies and concerns, in particular, electronic prevention and preventing theft by third parties.

7 Percentage that seeks advice or participates in projects - 2004, 2005, 2006 and 2007

Sector	%	%	%	%	%	%	%	%
	Seeking advice 2004	Seeking Advice 2005	Seeking Advice 2006	Seeking Advice 2007	Participation in projects 2004	Participation in projects 2005	Participation in projects 2006	Participati on in projects 2007
Construction	12	13	11	12	3	4	3	4
Retail	25	24	22	23 -8%	6	6	6	6
Hotel and restaurant	21	20	19	18 -14%	8	8	8	8
Transport	19	18	17	18	5	5	5	5
Commercial Services	17	15	15	15 -12%	4	4	4	4

Source: TNS NIPO, 2007

Figures in bold signify a significant difference compared to 2004.

Projects are another way for companies to protect themselves against crime. In addition, projects are a possibility for companies to become familiar with other, more innovative forms of combating crime. Table 7 shows the percentage of companies per sector that participated in projects in 2007.

Of the companies that participate in these projects, 42% focuses on safeguarding the environment and 35% focuses on crime prevention in a general sense. However, in the retail and hotel and restaurant sector, the prevention of vandalism also plays an important role (23% and 25% respectively). Of all companies that participate in security projects, over one out of five (22%) of the companies participates in the Quality Mark Safe Entrepreneurship (KVO). This is more than in 2004 (then 16%).

1.4 Reporting behaviour

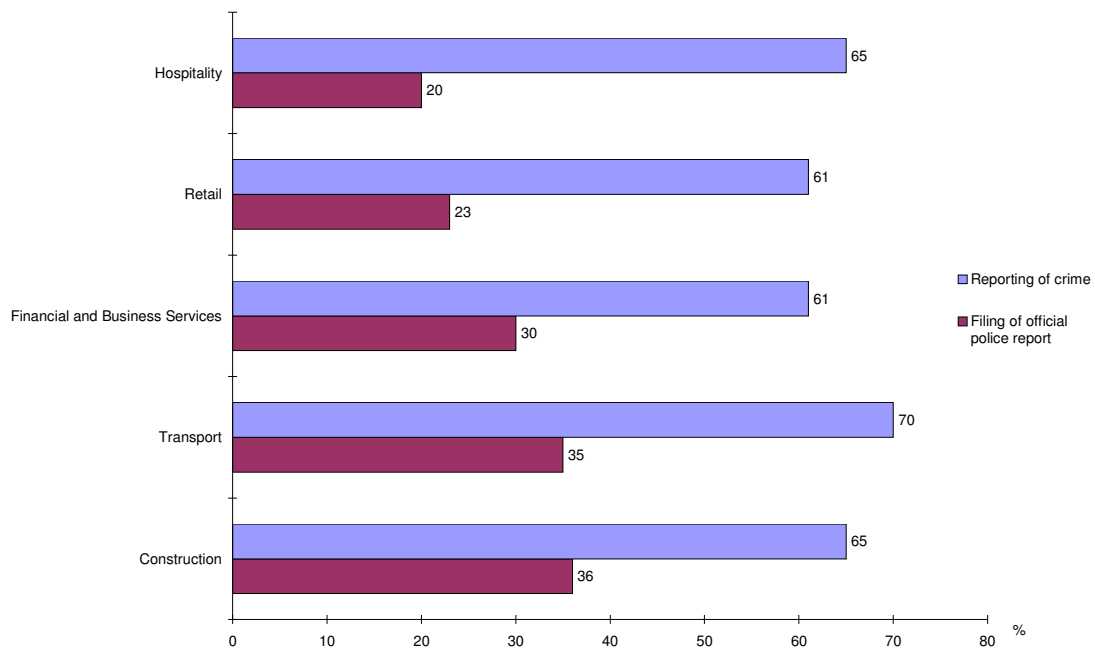
Of the companies in the surveyed sectors that were confronted with crime, 64% reported one or more offences to the police in 2007⁷. This percentage was higher in 2004, namely 67%. Of these companies, 9% also filed an official report with the police for one or more offences. In 2004, this was 11%.

⁷ We make a distinction between reporting an offence and filing a report. Actually filing a report means that an official record of the report or a standard report form has been prepared and signed. Reporting an offence is informing the police in the most general sense of the word. Filing an official report formally falls within this.

Reporting and official filing a report behaviour per sector

If we zoom in on the afflicted companies per sector and compare their reporting and filing behaviour, we see clear differences (graph 8). If we express these differences in percentages, we have a measure that shows the relationship between reporting and officially filing a report. This measure is referred to as the discrepancy, with which the loss becomes clear of the part of the companies that ultimately do not officially file a report, but do make the effort to report the crime. Graph 8 shows at the top the sector with the largest discrepancy and below the sector with the smallest discrepancy.

8 Relationship between simply reporting an offence and filing an official report by afflicted companies per sector in 2007



Source: TNS NIPO, 2007

The discrepancy is the largest in the hotel and restaurant sector: in this sector two thirds of the companies that report an offence ultimately do not officially file a report (see both graph 8 and table 9). Many afflicted companies in the retail sector also report offences but do not officially file a report: the discrepancy is also six out of ten (62%) in this sector. In addition, reporting and officially filing a report in the retail sector has decreased since 2004. In the construction sector, relatively the most afflicted companies make the effort to both report and officially file a report; the discrepancy is more than four out of ten (45%) in this sector.

9 Discrepancy between reporting and officially filing a report by afflicted companies – 2004, 2005, 2006 and 2007

Sector %	reporting	reporting	reporting	reporting	filing an	filing an	filing an	filing an	Discre	Discre	Discre	Discre
	2004	2005	2006	2007	official	official	official	official	pancy	pancy	pancy	pancy
					report	report	report	report	2004	2005	2006	2007
					2004	2005	2006	2007				
Construction	66	64	66	65	37	37	36	36	44 %	42 %	45%	45%
Retail	64	63	61	61	25	25	23	23	61 %	60 %	62%	62%
Hotel and restaurant	69	67	63	65	22	22	21	20	68 %	67 %	67%	69%
Transport	70	68	69	70	35	33	35	35	50 %	51 %	49%	50%
Commercial services	65	60	66	61	31	31	32	30	52 %	48 %	52%	51%

Source: TNS NIPO, 2007

Reporting and officially filing a report behaviour per type of offence

The survey shows a difference between the **reporting behaviour** in the event of a burglary and the reporting behaviour in the event of other forms of crime. In total, 88% of the companies that were confronted with burglary informed the police of this. In all sectors, burglary is more often reported than the other offences. For instance, theft was reported by 50% of all the companies. This is relatively the lowest in the hotel and restaurant sector with 42% and this is relatively the highest in the transport sector with 65%. *Vandalism* is reported by 47% of all the companies. Within the hotel and restaurant sector, companies report vandalism relatively most infrequently (44%). This is 49% for the transport sector. Of all the companies that are confronted with violence, 56% reports this. This is the lowest in the construction sector (43%) and the highest in the hotel and restaurant sector (67%).

The **behaviour regarding filing an official report** follows the same pattern. However, here as well there is a difference in the degree of discrepancy. In particular, in the case of burglary, the number of afflicted companies that report the burglary is much higher than the number that ultimately files an official report. For most offences, the discrepancy amounts to half to two thirds. The discrepancy is relatively high for burglary in the hotel and restaurant and in the retail sector. 89% of the afflicted hotel and restaurant companies report burglaries, 20% file an official report. 89% of the afflicted companies in the retail sector report burglaries and 25% file an official report.

1.5 Experience with and appreciation of the police

The satisfaction regarding the role of the police has increased since 2004. Over half (54%) of all companies that have had contact with the police following the report of a crime considered this satisfactory. The satisfaction varies from 44% in the construction sector to 61% in the hotel and restaurant sector.

10 Percentage of companies that is (very) satisfied with the actions of the police

Sector	% satisfactory in 2004	% satisfactory in 2005	% satisfactory in 2006	% satisfactory in 2007
Construction	42	46	49	44
Retail	51	55	59	57
Hotel and restaurant	55	59	60	61
Transport	41	45	45	44
Commercial Services	50	50	50	54

Source: TNS NIPO, 2007

Figures in bold signify a significant difference compared to 2004.

The main reason why companies rated the police as satisfactory were the swiftness of the actions of the police (26%) and the customer-friendly conduct (22%) of the police.

The most important reasons for dissatisfaction remain the lack of visible results (15%) and the perception that the police do not take action following the report of an offence (15). Although, these reasons were cited less often than in 2004 (then both 19%). The number of companies that cite as a reason that reporting an offence is complicated and time consuming has almost halved since 2004 (from 10% to 5%).

1.6 Internal crime

Specific attention was paid to internal crime for the first time in the MCB for 2006. We repeated this in 2007. We define internal crime as theft of money or goods by the companies own employees. We therefore make the comparison with 2006 in this paragraph.

The percentage of companies that have been confronted with internal crime does not differ significantly in 2007 from the previous year. In total 5% of all business locations were confronted with internal crime. This varies from 8% in the hotel and restaurant sector to 2% in the commercial services sector. In the retail sector, 7% of the companies state that they have been confronted with internal crime. In this sector, we do see a variation according to type of company: for instance, 23% of the supermarkets state that they have been confronted with internal crime. In the construction and transport sectors, 5% of the companies state that they have been confronted with internal crime. For all sectors, it is the case that the

percentage of companies that were confronted with internal crime does not differ significantly from the previous year.

The measure taken most frequently to prevent internal crime is checking references when hiring new employees (45% of the companies). Compared to 2006, this measure was applied more often in 2007 (then 41%). In addition, 40% of the companies have laid down rules for their own employees regarding internal crime. This has also increased compared to last year (then 36%). It is the standard procedure at one-third (34%) of the companies to report internal crimes when these have been detected. This has also increased compared to 2006 (then 30%).

1.7 Most important results in 2007 compared to 2006

In the report, we compare 2007 with the baseline assessment in 2004. However, it is also interesting to examine the development compared to 2006. This is why we describe the most striking differences compared to 2006 in this paragraph.

In general, we can observe that the developments within the sector are reasonably stable in the past year. There are not many significant differences compared to 2006.

Victimisation

When we look at the general victimisation of companies, we see that only the transport sector differs significantly compared to the previous year. In this sector, one-third (34%) of the companies is a victim of one or several offences. Last year, this was still 37%. If we only look at multiple victimisation, we see that in all sectors no significant changes have occurred compared to 2006. Therefore, the degree in which crime is experienced as a problem also does not differ significantly within the sectors from the previous year. This is also the case for the percentage of companies that take preventive measures. One aspect where significant differences can certainly be observed is the degree in which companies experience the contact with the police as satisfactory. In two sectors, this has increased compared to 2006. This is the case for the hotel and restaurant sector (from 60% to 61%) and the commercial services sector (from 50% to 54%). However, in the construction sector, the satisfaction with regard to the police has decreased (from 49% to 44%).

Burglary

The percentage of companies that are confronted with burglary and the total number of burglaries do not differ significantly from 2006.

Theft

For theft, it is also the case that in most sectors this does not differ significantly compared to the previous year. Only in the retail sector, in spite of the fact that the percentage of afflicted companies does not differ significantly, have the total number of thefts actually decreased further. This is due to the fact that the average frequency that retailers are afflicted is lower (from on average 28 times in 2006 to 24 times in 2007). This downward trend has also

continued in the past year. In 2007, in total approximately 974,000 thefts were committed in the retail sector. In 2006, this still amounted to approximately 1,200,000.

Vandalism

In all sectors, the percentage of companies that have been confronted with vandalism does not differ significantly from the previous year. This also applies for the total absolute number of occurrences of vandalism and the damage due to vandalism.

Violence

Also for violence, it is the case that the percentage of companies that has been confronted with this form of crime does not differ significantly compared to 2006. However, we do see here that within the transport and commercial services sectors the frequency of instances of violence against employees has increased. In the transport sector, companies are confronted with violence on average 12.5 times. In 2006, this still amounted to 4.5 times. In the commercial services sector, this has increased from 3.8 times in 2006 to 5.7 times in 2007.⁸

1.8 Summary table results 2004, 2005, 2006 and 2007

To conclude, you will find a summary table on the next page, containing the most relevant data for 2004, 2005, 2006 and 2007 for each sector. In this table, an inventory has been made of the significant differences between 2007 and 2004.

⁸ Due to the low number of observations of violence, no reliable conclusion can be drawn with regard to the total number of offences for this form of crime.

2004 - 2007	Cons.	Cons.	Cons.	Cons.	Retail	Retail	Retail	Retail	Hos.	Hos	Hos	Hos.	Transport	Transport	Transport	Transport	Services	Services	Services	Services
	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007	2004	2005	2006	2007
Sample size (rounded) n	5,700	6,400	5,800	6,700	8,800	8,000	11,800	10,700	8,900	9,500	6,200	6,600	6,500	3,900	4,800	3,600	7,800	9,300	9,000	10,100
% experienced crime as a (slight/serious) problem	25	22	22	22**	42	40	37	36**	34	32	30	31**	38	34	32	31**	22	19	19	18**
% take preventive measures	66	65	64	64	81	82	80	81	77	77	77	76	73	72	71	71**	74	76	75	75
% keep a record of crime	16	18	18	18**	22	24	24	26**	18	20	20	22**	26	27	26	28	17	18	19	20**
% take part in projects	3	4	3	4	6	6	6	6	8	8	8	8	5	5	5	5	4	4	4	4
% (very) satisfied with police	42	46	49	44	51	55	59	57**	55	59	60	61**	41	45	45	44	50	50	50	54**
Victimisation																				
% general victimisation	30	28	28	27**	49	49	45	45**	47	45	43	43**	42	39	37	34**	29	26	25	24**
% multiple victimisation	10	8	9	8**	20	19	17	16**	19	18	16	17**	16	14	12	12**	8	6	6	6**
Burglary																				
% business victims	13	13	12	12	15	13	11	11**	17	15	13	14**	20	18	17	16**	11	9	9	8**
Average frequency	2.2	2.0	2.1	2.1	1.9	1.6	1.7	1.7*	1.8	1.7	1.8	1.7	2.9	2.9	3.2	2.8	1.8	1.8	1.7	1.7
Estimated total no. offences	21,000	18,000	18,000	19,000	42,000	32,000	29,000	28,000**	12,000	10,000	9,000	9,000**	17,000	15,000	16,000	13,000**	34,000	27,000	25,000	24,000**
Relative margin	8.1%	6.9%	7.6%	7.3%	6.4%	7.0%	6.2%	6.6%	6.5%	6.5%	10.3%	8.6%	7.9%	9.9%	10.7%	10.7%	7.2%	8.6%	7.2%	7.6%
Estimated total losses (mln €)	€ 55	€ 57	€ 52	€ 54	€ 89	€ 79	€ 75	€ 77**	€ 18	€ 18	€ 17	€ 19	€ 36	€ 25	€ 26	€ 25**	€ 84	€ 74	€ 66	€ 63**
Relative margin	8.9%	7.6%	8.8%	8.3%	6.6%	7.9%	6.6%	7.1%	7.7%	7.9%	9.8%	9.2%	7.8%	9.3%	9.5%	10.2%	8.0%	8.1%	8.3%	7.9%
% victims reported crime	84	87	86	86	88	87	88	89	88	89	87	89	83	83	80	85	89	90	87	88
% victims filed police report	41	47	45	45	26	25	25	25	20	19	20	20	35	36	35	38	36	39	34	33
Theft																				
% business victims	12	11	11	12	32	30	28	27**	17	16	15	15**	15	12	12	12**	6	5	5	4**
Average frequency	3.5	3.0	3.2	3.4	31.9	35.4	28.4	24.0**	7.2	6.9	5.6	5.9	6.6	4.6	4.8	4.2**	2.8	2.6	2.4	2.9
Estimated total no. offences	27,000	22,000	24,000	26,000	1,500,000	1,600,000	1,200,000	974,000**	49,000	45,000	33,000	35,000**	27,000	16,000	16,000	13,000**	28,000	21,000	20,000	21,000*
Relative margin	10.4%	9.0%	9.7%	8.8%	8.5%	10.7%	7.6%	8.4%	12.4%	12.6%	12.9%	17.0%	17.0%	14.0%	18.2%	16.3%	16.1%	12.1%	13.3%	14.9%
Estimated total losses (mln €)	€ 40	€ 35	€ 40	€ 41	€ 146	€ 141	€ 120	€ 114**	€ 12	€ 12	€ 11	€ 11	€ 22	€ 18	€ 15	€ 17**	€ 33	€ 27	€ 25	€ 22**
Relative margin	10.7%	9.8%	10.6%	11.3%	5.0	4.7%	4.6%	4.7%	9.5%	10.8%	11.3%	10.9%	10.7%	11.7%	13.8%	14.4%	12.1%	11.8%	12.1%	12.4%
% victims reported crime	51	51	51	54	47	48	45	47	45	44	41	42	63	63	60	65	65	59	67	61
% victims filed police report	31	31	29	33	18	19	17	18	19	19	17	16	35	33	32	36	40	33	39	35
Destruction																				
% business victims	12	10	11	10**	18	20	18	18	24	24	23	24	17	16	15	13**	12	11	10	11
Average frequency	3.1	2.7	2.8	2.7	3.2	3.1	3.4	3.4	4.1	4.1	4.3	4.3	4.0	4.3	4.4	4.0	2.5	2.2	2.5	2.7
Estimated total no. offences	24,000	18,000	19,000	16,000*	86,000	88,000	89,000	92,000	38,000	37,000	38,000	39,000	19,000	19,000	18,000	15,000**	47,000	38,000	39,000	46,000
Relative margin	12.7%	11.3%	10.9%	10.6%	7.9%	8.5%	8.5%	8.6%	7.3%	8.3%	10.0%	9.0%	10.5%	15.3%	14.0%	14.9%	11.0%	8.6%	12.3%	11.1%
Estimated total losses (mln €)	€ 15	€ 15	€ 15	€ 14	€ 34	€ 34	€ 30	€ 32	€ 12	€ 10	€ 10	€ 11*	€ 10	€ 9	€ 7	€ 8**	€ 24	€ 22	€ 20	€ 22
Relative margin	10.7%	9.4%	10.2%	12.1%	6.6%	6.5%	5.8%	6.1%	6.0%	6.8%	7.2%	6.7%	8.8%	10.9%	10.6%	12.3%	8.6%	8.6%	9.2%	8.0%
% victims reported crime	46	46	47	48	46	44	44	47	46	45	45	44	50	50	47	49	47	46	48	47
% victims filed police report	25	24	24	24	17	18	17	19	14	15	13	14	22	22	23	23	21	26	23	24
Violent crimes																				
% business victims	2	2	2	2	7	6	5	5**	10	9	9	9*	7	5	5	5**	4	3	3	3**
Relative margin percentage	18.4%	15.3%	17.1%	15.0%	7.5%	9.9%	6.9%	8.9%	6.4%	6.8%	8.2%	7.7%	9.0%	13.9%	12.3%	13.9%	10.9%	12.8%	11.9%	10.7%
Average frequency	3.3	2.5	2.8	2.2	4.5	4.9	4.8	4.0	4.3	4.1	3.8	4.2	6.7	6.8	4.5	12.5	3.6	3.4	3.8	5.7*
% victims reported crime	56	42	40	43*	59	57	52	54	68	64	66	67	56	59	56	53	55	53	53	56
% victims filed police report	30	23	17	19	15	14	12	12	17	16	16	16	22	18	23	21	21	21	22	20
Other forms of crime																				
% business victims	3	3	4	3	6	5	5	5**	7	5	5	5**	5	5	4	4**	7	6	5	6**
Average frequency	11.5	5.8	6.5	3.1*	18.9	24.1	11.8	17	14.6	19.8	15.9	13	21.3	33.6	22.1	14.3	36.8	31.3	33.5	60.6
Estimated total no. offences	27,000	14,000	16,000	7,000*	170,000	200,000	86,000	118,000	40,000	42,000	33,000	27,000	33,000	49,000	26,000	15,000	440,000	340,000	300,000	580,000
Estimated total losses (mln €)	€ 8.5	€ 5	€ 7	€ 5	€ 11	€ 11	€ 10	€ 9	€ 2.3	€ 2	€ 2	€ 2	€ 4	€ 4	€ 3	€ 3	€ 30	€ 21	€ 18	€ 16**
% victims reported crime	36	39	37	35	46	43	44	47	52	54	52	57	45	39	48	46	29	28	29	30
% victims filed police report	18	18	16	15	18	19	16	16	12	15	15	18**	24	17	21	19	13	14	13	16

