

**Shoplifter and Dishonest Employee Apprehensions and Dollar Recoveries Soared in 2022 as 81% of Surveyed Participants Reported an Increase in Shrink, According to Jack L. Hayes International's 35<sup>th</sup> Annual Retail Theft Survey!**

**WESLEY CHAPEL, FL** - Jack L. Hayes International, Inc. released today the results of their 35<sup>th</sup> Annual Retail Theft Survey which reports on over 340,000 shoplifter and dishonest employee apprehensions in 2022 by just 26 large retailers, who recovered over \$288 million from these apprehended thieves.

"Eighty-one percent of survey participants reported an increase in shrink in 2022 and this is reflected in their total apprehension and recovery statistics. Total apprehensions increased 45.6% and total recovery dollars from these apprehensions increased 70.5% in 2022. Many retailers returned to making shoplifter apprehensions post pandemic and focused more of their attention on external theft issues in 2022. Our survey revealed shoplifter apprehensions and recovery dollars from those apprehensions increased significantly in 2022, up 50.9% and 90.5% respectively," said Mark R. Doyle, President of Jack L. Hayes International, Inc. Mr. Doyle added, "Recovery dollars where no shoplifter apprehension was made, but merchandise was recovered, increased 44.1% in 2022." Mr. Doyle also stated, "On the employee theft side, there was an increase in 2022 in both dishonest employee apprehensions and recovery dollars, 18.0% and 14.7% respectively."

**Highlights from this highly anticipated annual theft survey include:**

- **Participants:** 26 large retail companies with 22,182 stores and over \$700 billion in retail sales in 2022.
- **Shrink:** 81% of retailers surveyed reported that shrink increased in 2022.
- **Apprehensions:** Participants apprehended 340,488 shoplifters and dishonest employees in 2022, up 45.6% from 2021.
- **Recovery Dollars:** Participants recovered over \$288 million from apprehended shoplifters and dishonest employees in 2022, up 70.5% from 2021.
- **Shoplifters:** 295,654 shoplifters were apprehended in 2022, up 50.9%; and over \$237 million was recovered from these shoplifters, up 90.5%. *Note: Dollars recovered from shoplifters where no apprehension was made (\$485 million) increased 44.1% in 2022.*
- **Dishonest Employees:** 44,834 dishonest employees were apprehended in 2022, up 18.0%; and over \$50 million was recovered from these employees in 2022, up 14.7%.

Jack L. Hayes International, Inc. is a leading loss prevention and inventory shrinkage control consulting firm, and for over 40 years has provided a wide spectrum of Asset Protection, Inventory Shrinkage Control, Loss Prevention, Safety, and Security related services to every facet of industry including retail, manufacturing and industrial organizations.

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# 35<sup>th</sup> ANNUAL RETAIL THEFT SURVEY

Jack L. Hayes International, Inc.

<https://hayesinternational.com/>

**Shrink: 81.0% of surveyed retailers reported an increase in shrink in 2022.**

**Shoplifting: Both apprehensions and recovery dollars increased significantly in 2022, as many retailers returned to post pandemic approaches.**

**Dishonest Employees: Apprehensions and dollar recoveries increased by double digits in 2022.**

## Highlights from this year's survey include:

- ✓ **Participants:** 26 large retail companies with 22,182 stores and over \$700 billion in retail sales in 2022.
- ✓ **Shrink:** 81% of retailers surveyed reported an increase in shrink in 2022.
- ✓ **Apprehensions:** Participants apprehended 340,488 shoplifters and dishonest employees in 2022, up 45.6% from 2021.
- ✓ **Recovery Dollars:** Participants recovered over \$288 million from apprehended shoplifters and dishonest employees in 2022, up 70.5% from 2021.
- ✓ **Shoplifters:** 295,654 shoplifters were apprehended in 2022, up 50.9%; and over \$237 million was recovered from these shoplifters, up 90.5%.
- ✓ **Shoplifter Recoveries (no apprehension):** Dollars recovered from shoplifters where no apprehension was made (\$485 million) increased 44.1% in 2022.
- ✓ **Dishonest Employees:** 44,834 employees were apprehended in 2022, up 18.0%; and over \$50 million was recovered from these employees in 2022, up 14.7%.

## **SURVEY PARTICIPANTS**

- 26 Large Retail Companies (Dept, MM/Big-Box, Specialty Apparel, Supermarkets)
- 22,182 Stores (representing an excellent cross-section of the United States)
- \$704,161,733,977 in Annual Retail Sales (2022)

## **TOTAL RETAIL THEFT APPREHENSIONS**

	<b><u>2021</u></b>	<b><u>2022</u></b>	<b><u>#/\$</u></b>	<b>Difference <u>Pct.</u></b>
Apprehensions	233,864	340,488	106,624	45.6%
Recoveries	\$168,938,568	\$288,090,581	\$119,152,013	70.5%
Avg. Case Value	\$722.38	\$846.11	\$123.73	17.1%

## **Retail Theft Apprehensions Breakdown**

### **SHOPLIFTING**

	<b><u>2021</u></b>	<b><u>2022</u></b>	<b><u>#/\$</u></b>	<b>Difference <u>Pct.</u></b>
Apprehensions	195,877	295,654	99,777	50.9%
Recoveries	\$124,502,693	\$237,117,378	\$112,614,685	90.5%
Avg. Case Value	\$635.62	\$802.01	\$166.39	26.2%
Recoveries (No Apprehension Made)	\$336,654,100	\$485,047,395	\$148,393,295	44.1%

### **DISHONEST EMPLOYEES**

	<b><u>2021</u></b>	<b><u>2022</u></b>	<b><u>#/\$</u></b>	<b>Difference <u>Pct.</u></b>
Apprehensions	37,987	44,834	6,847	18.2%
Recoveries	\$44,435,875	\$50,973,203	\$6,537,328	14.7%
Avg. Case Value	\$1,169.77	\$1,136.93	- \$32.83	- 02.8%

**Source:** Jack L. Hayes International, 27520 Water Ash Drive - Suite 100, Wesley Chapel, FL 33544  
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## HIGHLIGHTS FROM JACK L. HAYES INTERNATIONAL'S 35<sup>th</sup> ANNUAL RETAIL THEFT SURVEY

### TOTAL RETAIL THEFT

- Survey participants apprehended a total of 340,488 dishonest individuals (shoplifters and employees) in 2022, an increase of 45.6% from the prior year. Dollars recovered from those apprehended thieves increased 70.5% to over \$288 million in 2022.
- The average theft case value in 2022 was \$846.11, an increase of 17.1% from 2021.
- For every \$1.00 recovered by our surveyed companies, \$8.18 was lost to retail theft. Therefore, **only 10.9%** of total retail theft losses resulted in a recovery.

### SHOPLIFTING

- **Apprehensions:** Survey participants apprehended 295,654 shoplifters in 2022, up 50.9% from the prior year.
- **Recoveries:** Dollars recovered from shoplifting apprehensions totaled over \$237 million in 2022, up 90.5% from 2021.
- **Recoveries (no apprehension):** Dollars recovered from shoplifters where no apprehension was made (\$485 million) increased 44.1% in 2022.
- **Case Value:** The average shoplifting case value in 2022 was \$802.01, an increase of 26.2% from 2021.

### EMPLOYEE THEFT

- **Apprehensions:** Survey participants apprehended 44,834 dishonest employees in 2022, up 18.0% from 2021.
- **Recoveries:** Dollars recovered from dishonest employee apprehensions totaled over \$50 million in 2022, up 14.7% from 2021.
- **Case Value:** The average dishonest employee case value in 2022 was \$1,136.93, a decrease of 2.8% from 2021.

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# 35<sup>th</sup> ANNUAL RETAIL THEFT SURVEY – 2023

## Jack L. Hayes International, Inc.

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### **Shrink Trend:**

21 of the 26 retailers (81.0%) had an increase in company shrink.

03 of the 26 retailers (11.0%) had a decrease in company shrink.

02 of the 26 retailers (08.0%) had no change in company shrink.

### **Shoplifting Apprehensions:**

16 of 22 retailers (72.7%) had an increase in shoplifter apprehensions.

06 of 22 retailers (27.3%) had a decrease in shoplifter apprehensions.

00 of 22 retailers (00.0%) had no change in shoplifter apprehensions.

### **Shoplifting Recoveries:**

14 of 22 retailers (63.6%) had an increase in shoplifter recovery dollars.

08 of 22 retailers (36.4%) had a decrease in shoplifter recovery dollars.

00 of 22 retailers (00.0%) had no change in shoplifter recovery dollars.

### **Shoplifting Recoveries Without an Apprehension:**

14 of 21 retailers reporting (66.7%) had an increase in shoplifting recovery dollars without an apprehension.

04 of 21 retailers reporting (19.0%) had a decrease in shoplifting recovery dollars without an apprehension.

03 of 21 retailers reporting (14.3%) had no change in shoplifting recovery dollars without an apprehension.

### **Dishonest Employee Apprehensions:**

19 of 26 retailers (73.1%) had an increase in employee theft apprehensions.

07 of 26 retailers (26.9%) had a decrease in employee theft apprehensions.

00 of 26 retailers (00.0%) had no change in employee theft apprehensions.

### **Dishonest Employee Recoveries:**

22 of 26 retailers (84.6%) had an increase in employee theft recovery dollars.

04 of 26 retailers (15.4%) had a decrease in employee theft recovery dollars.

00 of 26 retailers (00.0%) had no change in employee theft recovery dollars.

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# 35<sup>th</sup> ANNUAL RETAIL THEFT SURVEY – 2023

## Jack L. Hayes International, Inc.

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Based upon our survey results, for every \$1.00 recovered, \$8.18 is lost to retail theft. Therefore, **only 10.9 percent** of total retail theft losses result in a recovery.

### Support/Calculation for the Above Statement:

- Annual retail sales of the participating companies were \$704,161,733,977.
- According to the 2022 National Retail Security Survey, the average shrinkage is 1.44% of sales (at retail).
- Shrinkage allowance for paper/systems/operational errors was assigned a **conservative** 30% dollar figure.

Annual Sales (Survey Participants 2022)	\$704,161,733,977
Shrinkage (retail sales x 1.44%)	\$ 10,139,928,969
Allowance for "Paper-Related" Shrinkage (shrinkage x 30%)	-\$ <u>3,041,978,691</u>
Shrinkage/Losses Due to Theft	\$ 7,097,950,278
Recovery Dollars (Survey Participants 2022)	-\$ <u>773,137,976</u> (10.9%)
<b>Unaccounted-For Theft Losses</b>	\$ 6,324,812,302 (89.1%)

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# HAYES INTERNATIONAL'S 35th ANNUAL RETAIL THEFT SURVEY

## Thoughts Behind The Numbers

***SHOPLIFTING: We asked our survey participants why their Shoplifting apprehensions and recovery dollars increased or decreased in 2022; they contributed the following:***

### **Increased:**

- Returned to making apprehensions post pandemic
- Increased ORC (Organized Retail Crime) activity
- Less staff on sales floor increases shoplifting opportunities
- Thieves not afraid due to decriminalization, bail reforms and progressive DAs
- Poor economy resulting in more people shoplifting

### **Decreased:**

- More focus on merchandise recovery than apprehensions
- Understaffed police depts with reluctance to prosecute
- Continued hands-off, no apprehension policy for safety reasons
- Structural changes, less store AP/LP positions

***EMPLOYEE THEFT: We asked our survey participants why their Dishonest Employee apprehensions and recovery dollars increased or decreased in 2022; they contributed the following:***

### **Increased:**

- Better trained AP/LP staff focusing on internal investigations
- Upgraded EBR programs yielding more internal cases
- Associate burnout resulting in associates rationalizing their thefts
- Exploited expanding promotional programs to commit theft/fraud
- Associates see shoplifters getting away with theft, trying same thing

### **Decreased:**

- Updated EBR software created less opportunities for theft
- Increased use of CCTV
- Structural changes; less AP/LP positions
- POS changes created better prevention
- Less associates, less theft

**JACK L. HAYES INTERNATIONAL, INC.** is recognized as the foremost loss prevention/inventory shrinkage control consulting firm in the world. For over 40 years Hayes International has been conducting Shrinkage Control Analyses & Assessments; Developing and implementing LP/Shrinkage Control Programs; Conducting 3rd party compliance audits; and providing hybrid or full outsourced LP services to hundreds of the finest retail, manufacturing, and industrial organizations throughout the world.

**Consulting Services**

- ***Shrinkage Control Analyses & Assessments:*** This study examines the client's vulnerability to the primary shrinkage causing factors (internal theft, external theft, and operational issues), and the ways, methods and programs currently used to deal with these problems. Analysis includes a detailed review of stores, facilities, and corporate office shrink-related functions.
- ***Third-Party Store & DC/Warehouse Audits:*** We regularly perform Store and DC/Warehouse audits for a variety of clients. These visits/audits provide a realistic picture of normal daily operations; measure compliance to the company's LP/Safety Programs; and greatly assist in keeping their programs on-track.
- ***Distribution Center Loss Prevention/Security Review:*** This analysis focuses on the distribution facility, and its daily operational procedures from a security viewpoint.
- ***Program Design, Implementation & Field Audits:*** We design and implement custom Store and DC/Warehouse Loss Prevention/Shrinkage Control and Safety programs and related audits.
- ***Outsourced Loss Prevention Services:*** We provide full outsourced loss prevention solutions, or a hybrid of loss prevention services that complement the client's current loss prevention program/efforts.
- ***Loss Prevention Organizational Review:*** During this review, we evaluate and make recommendations regarding the highly technical/complex issues of LP as they relate to structure, staffing, productivity, equipment investments, etc.

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**35th Annual Retail Theft Survey**

For additional information, statistics, and our thoughts-behind-the-numbers, visit our website at: <http://hayesinternational.com/news/annual-retail-theft-survey/> where you can view a downloadable/printable PDF version of the survey.

**The Hayes Report on Loss Prevention Newsletter**

For a free sample of The Hayes Report on Loss Prevention newsletter, which we have been publishing on a quarterly basis for over 37 years, visit our website at <http://hayesinternational.com/products/the-hayes-report-on-loss-prevention-newsletter/> and click-on the newsletter pic. If you wish to sign-up for this FREE quarterly newsletter simply enter your email address at the top of the same screen in the "Subscribe to our newsletter" box.

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