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Prospering Through Tough Times:

LP Surveys

November 2009

STORES Magazine LP Investment Survey

November 2009

75+ Retailers from a Pre-Event Survey Responded to the Following Questions:

1. Retail Format
2. Number of Outlets
3. Biggest LP Challenge
4. Areas of LP Investment for 2010

Respondents Include:

- Specialty Retail: Apparel/Footwear
- Specialty Retail: Other
- Food & Drug Retail
- General Merchandise/ Department Stores

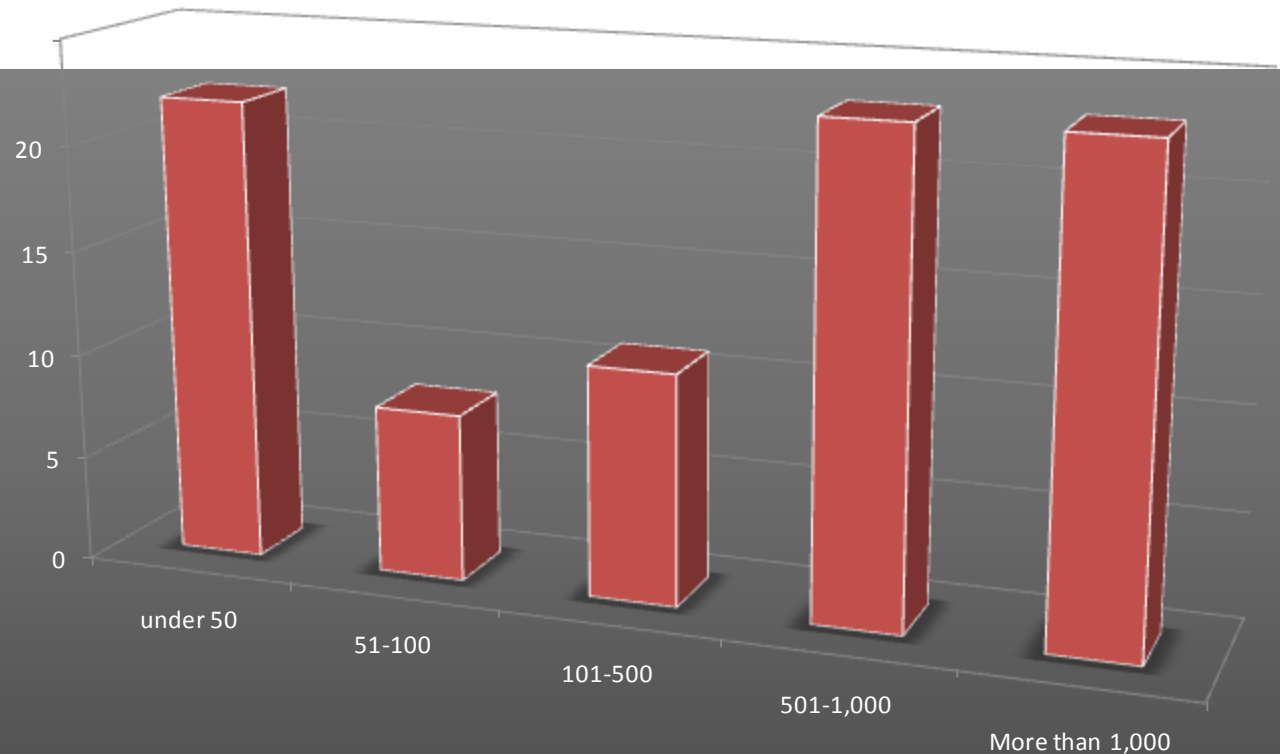


Over 50% of respondents are specialty retailers

Retailer Profile: Number of Retail Outlets

Approximately How Many Retail Outlets Does Your Company Currently Operate?

- Over 50% of surveyed retailers operate 500 or more outlets

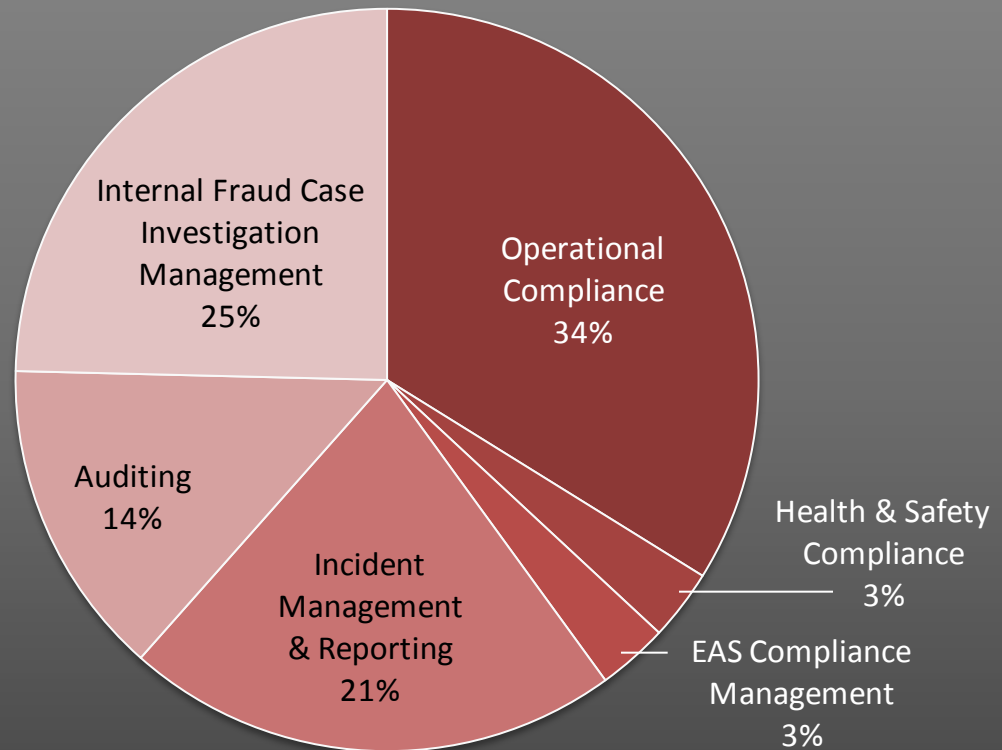


Retailer Profile: Biggest Challenge

What is Your Biggest Loss Prevention Challenge?

Retailers face a myriad of LP Challenges (as illustrated in the chart below)

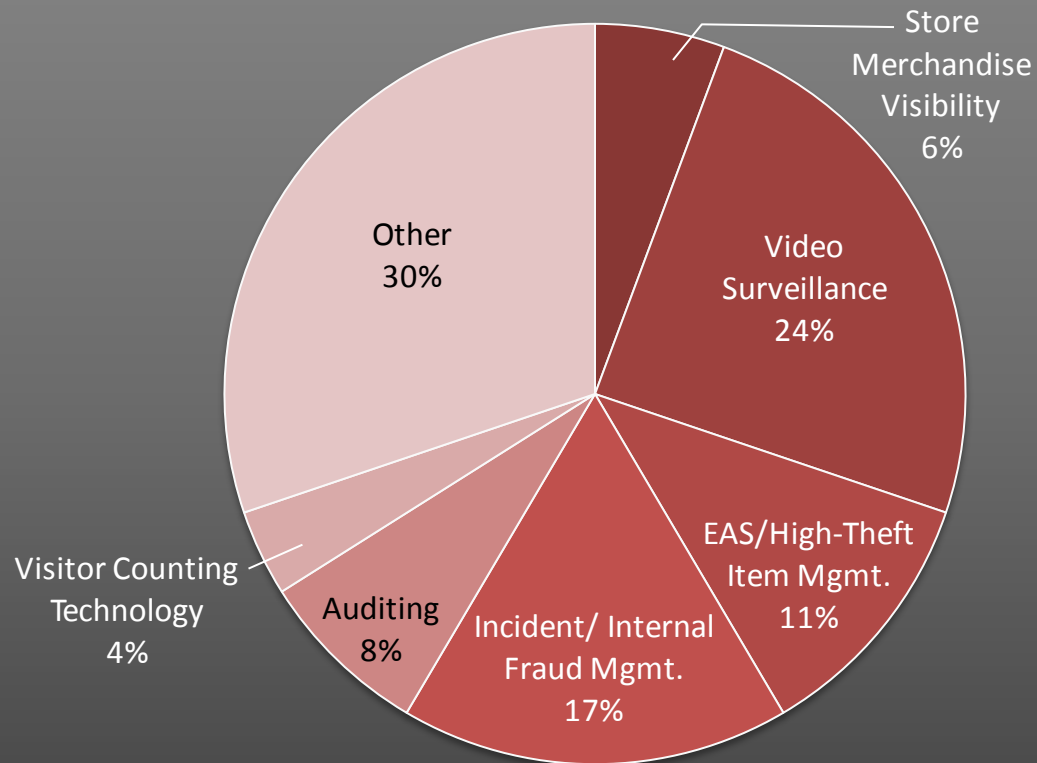
- 75% of these challenges are related to compliance, reporting and auditing, all of which require significant documentation



Retailer Profile: LP Investment Areas

Which Areas of Loss Prevention Do You Intend to Invest in Over the Next 12 Months?

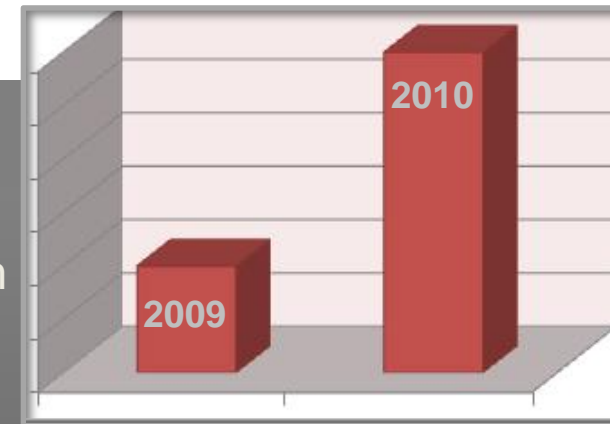
- Retailers are evaluating a varied set of LP solutions for investment in 2010



Extended Survey Responses: 2010 LP Investment

Over 30% of Survey Respondents Answered Additional Questions Regarding LP Investment for 2010

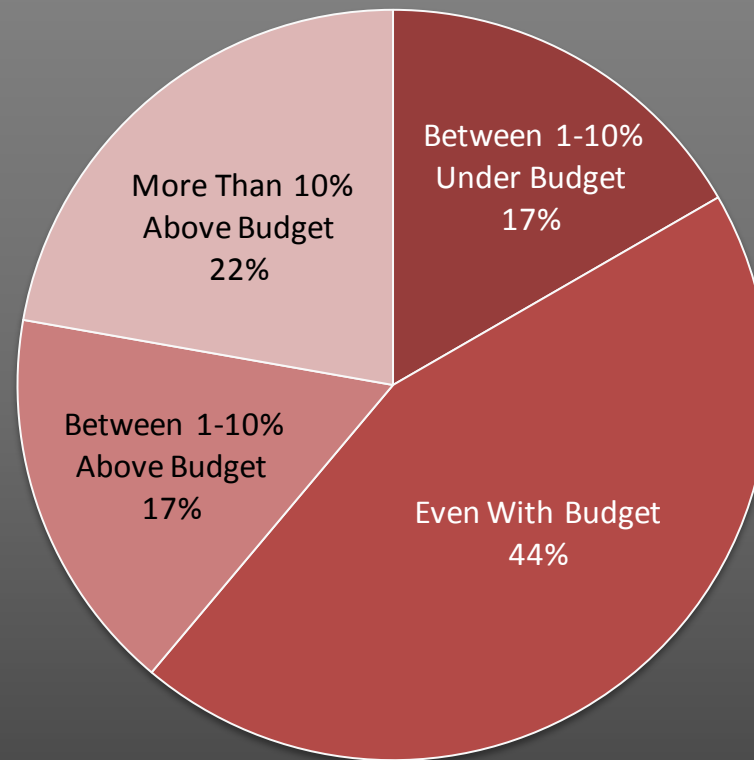
- How will your estimated total spending on LP in 2010 compare to your organization's budget for 2009?
- Do you consider the IT resources within your organization to be over-stretched?
- Is your organization comfortable with the idea of using a SaaS (Software as a Service) Solution and/or hosting data externally?
- How do you currently report incidents?
- Do you know which incidents cost your business the most?
- How many times does your company audit per year?
- What is the total number of audits carried out in your organization each year?
- How do you currently audit?



Extended Survey Responses: 2010 LP Budget

How Will Your 2010 LP Budget Compare with Your 2009 Budget?

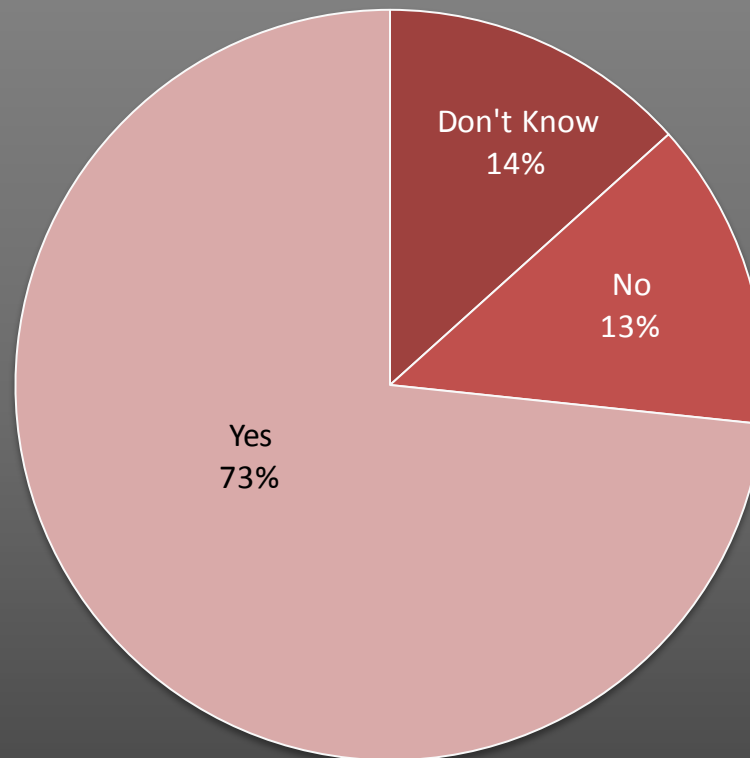
- Over 80% of respondents will have a flat or increased budget in 2010, with nearly 40% expecting an increase in LP spending



Extended Survey Responses: 2010 LP Budget

Do You Consider the IT Resources within Your Organization to be Over-stretched?

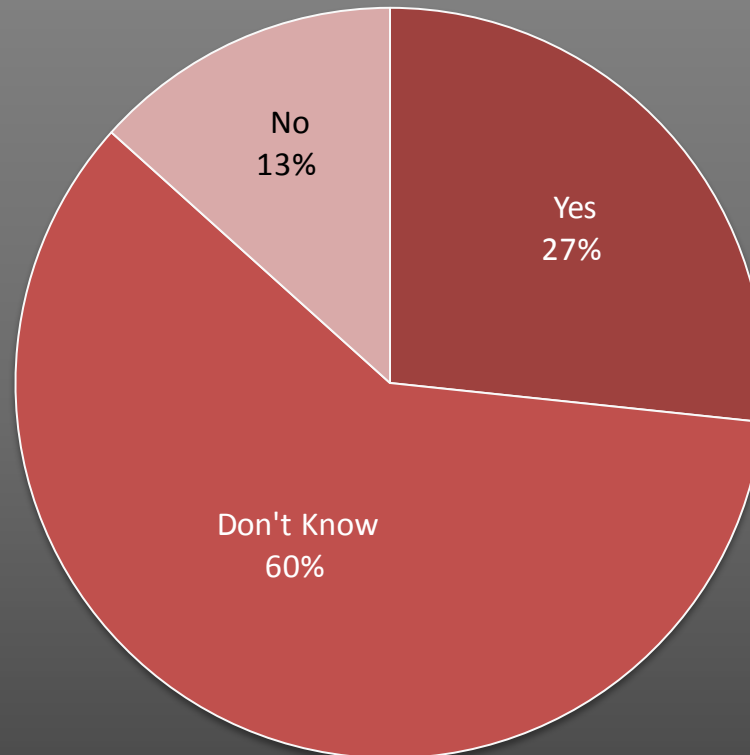
- Nearly three quarters of respondents are challenged by IT resource constraints



Extended Survey Responses: 2010 LP Budget

Is Your Organization Comfortable with the Idea of Using a SaaS (Software as a Service) Solution and/or Hosting Data Externally?

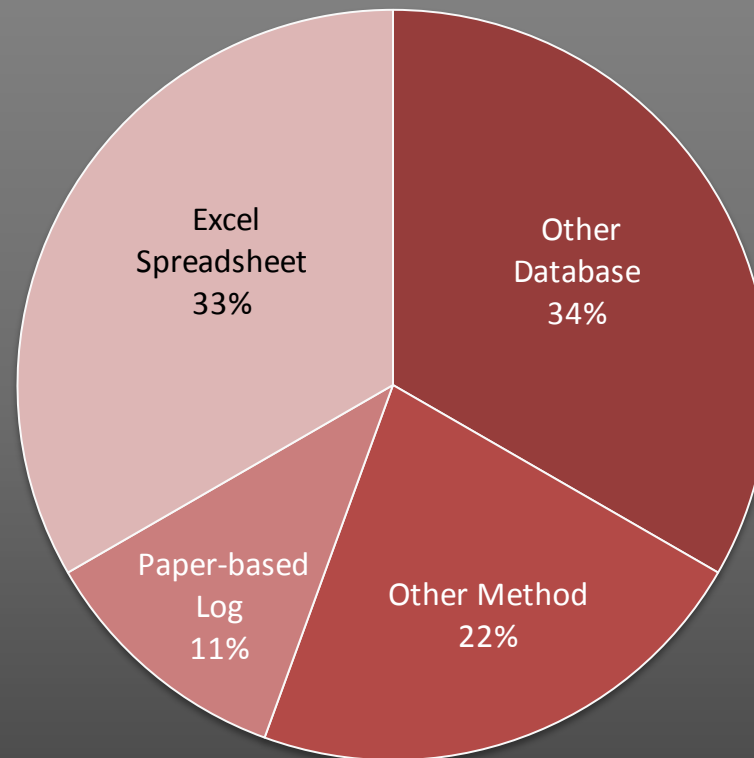
- Despite stated IT resource constraints, the majority of respondents have not seriously considered SaaS solutions



Extended Survey Responses: Operations

How Do You Currently Report Incidents?

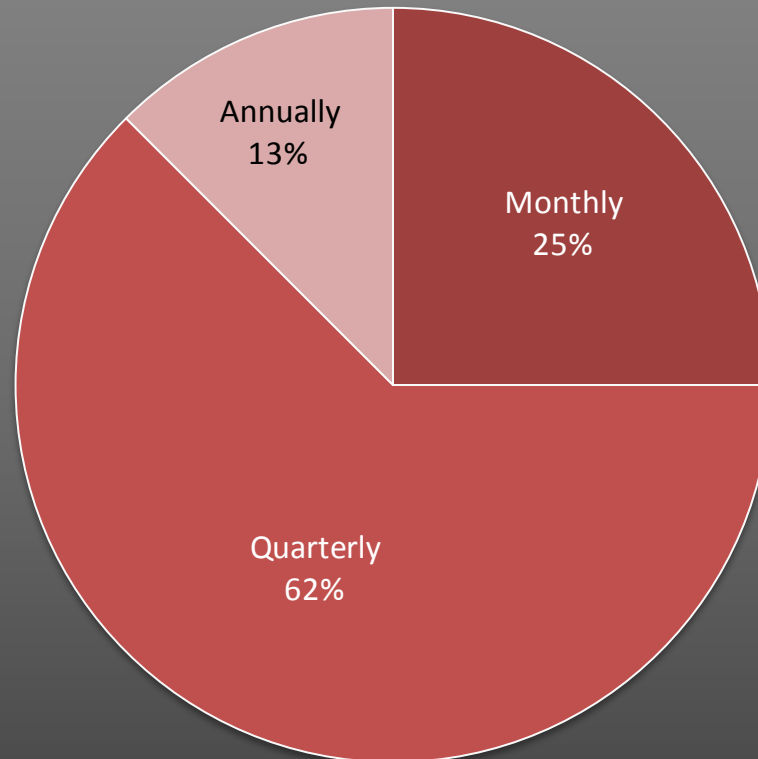
- Over 40% of respondents are using Excel spreadsheets or paper-based logs for incident reporting



Extended Survey Responses: Operations

How Many Times Does Your Company Audit Per Year?

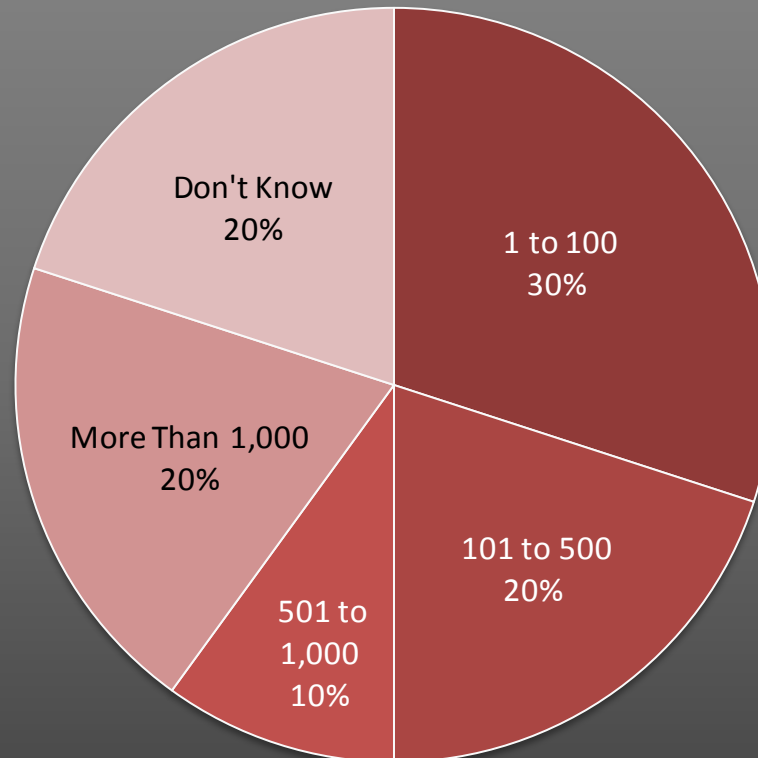
- The majority of respondents audit four times or less per year



Extended Survey Responses: Operations

What is the Total Number of Audits Carried Out in Your Organization Each Year?

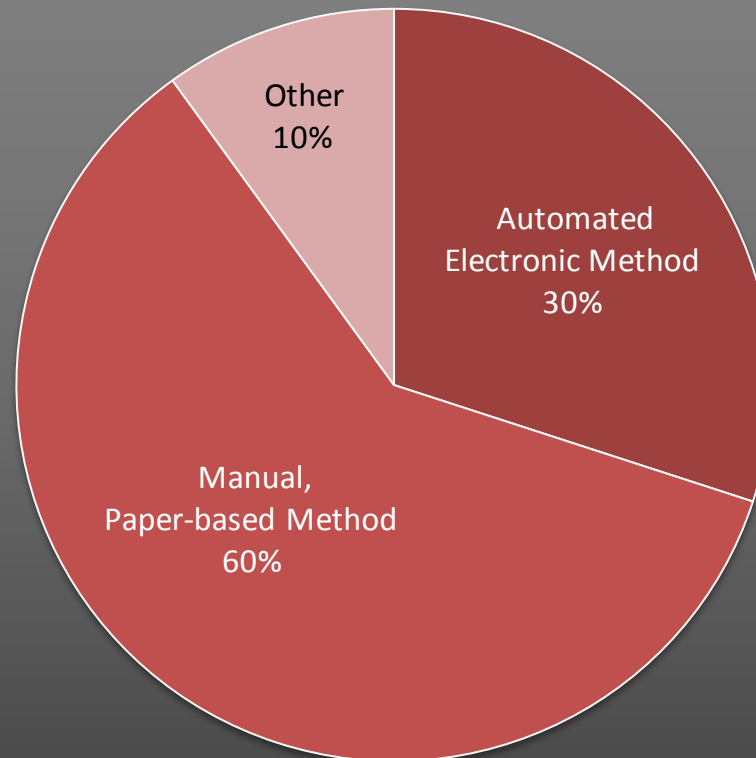
- 50% of respondents carry out more than 100 audits per year
- 20% of respondents carry out over 1000 audits per year



Extended Survey Responses: Operations

How Do You Currently Audit?

- 60% of respondents are still auditing manually



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